



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Low Fuel Warning Indicator Stuck ON

Discussion: The customers may complain that their vehicle is showing the Low Fuel Warning indicator even though they do not have a low fuel level.

This issue is caused by the IPC (Cluster) miscalculating the fuel consumed that will impact the Range calculation. The IPC is sending out the incorrect Distance to Empty (DTE) values which will not allow the BCM to turn the warning light off. Once the fuel level drops to a level which would trigger the low fuel warning indicator. The indicator may remain ON. The customer will be unable to clear the indicator by adding fuel to the tank.

Diagnosis: Confirm the issue is present. View the IPC and see if the Low Fuel Warning indicator is ON even when the fuel level gauge shows more than 1/4 tank.

Repair Procedure: This is an interim action only to turn off the warning for the customers who complains about the Low Fuel Warning being stuck ON.

Step 1: Ensure the fuel level in the gauge is more than 1/4 of the tank.

Step 2: Using Witech perform an ECU reset of the BCM or a Battery reset.

Step 3: Confirm after the reset, the Low Fuel Warning light is OFF.

NOTE: If the Customer allows the fuel level to go low enough to turn on the Low Fuel Warning, it will be stuck ON again.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found