



# STAR ONLINE PUBLICATION



**Case Number:** S240800047    **Rev.** A

**Release Date:** June 2024

**Symptom/Vehicle Issue:** Electric Start Stop (ESS) Does Not Function After a Recent Service Repair

**Customer Complaint/Technician Observation:** The owner complains the vehicles start stop does not function after a service repair. The technician observed no fault codes; however, the vehicle is not shutting off as expected with the stop-start enabled.

**Repair Procedure:** Use the scan tool to view Hybrid Control Processor (HCP) **Data > Combustion Engine Auto Stop Inhibit Reasons 2 > “Service Override On”** should be - **False**. Vehicles that display – **“Service Override On” - True**, will require a service update to set the HCP **“Service Override On”** to **False**. The CDA will be required for this update at this time. Do not replace any parts to resolve this concern, example pg 2 of scan tool search.

If the above concern is evident, contact the Star Center, create a case requesting the below update to the HCP/Enablers; CDA required. Within the HCP locate and change the **In-Field Mode** setting from **“Cleared”** to **“Set”** to ensure the HCP is enable for stop/start, no parts are required.

Scan tool view: not enabled

Enabled

NAME	VALUE	UNIT	TYPE
Service Override On	True		

NAME	VALUE	UNIT	TYPE
Service Override On	True	Sensors	
Propulsion System Mode Not Hybrid	False	Sensors	
HCP Internal Failure	False	Sensors	
BSG AutoStart Failure	False	Sensors	
SRAR override			

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, eCONTACT or Service Library entry if no solution is found.**



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CDA view for change:

The screenshot displays the STAR Online software interface for HCP\_PN Diagnostics. The top window shows the 'HCP Modes/Enablers' section with a table of data elements. The 'In-Field Mode' entry is highlighted in yellow, and its status is 'Cleared', which is circled in red. A green arrow points from this entry to the bottom screenshot, which shows the same entry with its status changed to 'Set', also circled in green.

Read	Write	Service Name	B(b)	Name	Value	Pending	Units
223035		Electric Only Mode Fail Status					
222033		Electric Only Mode Info					
223025	2E3025	HCP Modes/Enablers	3[0]	In-Field Mode	Cleared	Cleared	
223019		Motor A Power Limiting Status - Motor/Regen Mod					

  

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223025	2E3025	HCP Modes/Enablers					
223035		Electric Only Mode Fail Status					
223019		Motor A Power Limiting Status - Motor/Regen Mod					
			3[0]	In-Field Mode	Set	Set	

PG 2

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