STAR ONLINE PUBLICATION

Case Number: **S2508000050 REV. A**

Release Date: June 2025

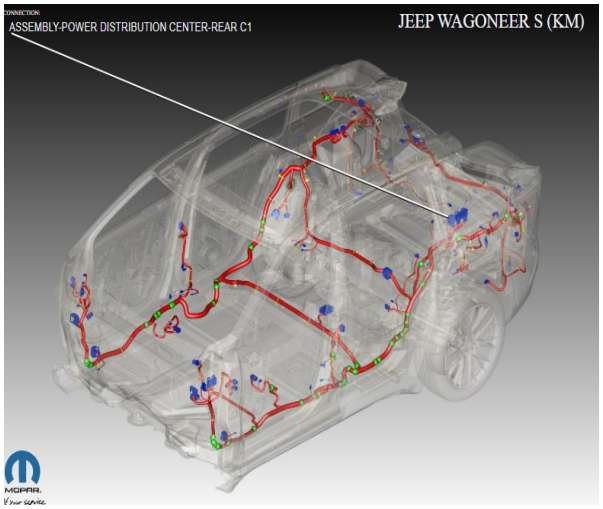
Symptom/Vehicle Issue: Upon Start-Up Vehicle Would Not Go into Gear and Vehicle Would not Shut Off After it Started

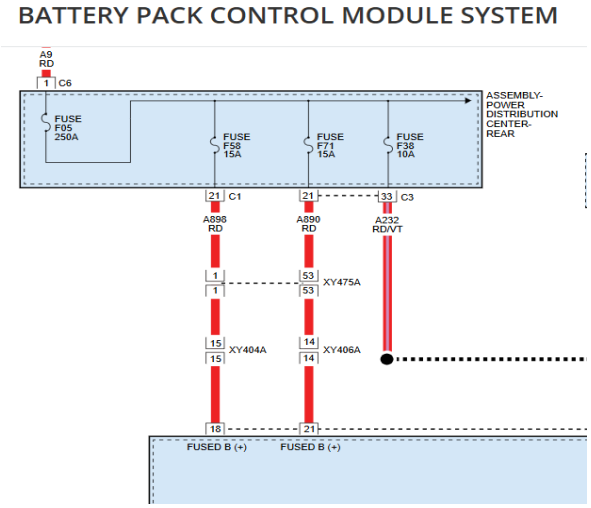
Customer Complaint/Technician Observation: The owner complains after starting the vehicle the vehicle would not go into gear or shut off. The cluster did display multiple messages. Service Transmission, Press Brake and Push Button to Start, Stop Safely Vehicle Will Shut off Soon. The technician may find multiple Diagnostic Trouble Codes (DTCs).

Discussion: This condition may appear when the shift selection is being attempted, prior to the vehicles normal ready position displayed on the cluster. Engineering is currently investigating updates for the software with and expected release by the 3rd quarter 2025.

If this condition is present, locate the PDC near the 12-volt battery, remove the two B+ feeds, fuse F58 and F71 for the Battery Pack Control Module (BPCM). Then disconnect the 12-volt battery. Reinstall the two fuses and reconnect the 12-volt battery and clear the DTCs.

Location of the PDC and 12-volt battery





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.