

Preview Solution CBR-2172-5

No Start Condition After Over The Air Programming - VECU5 No Start "Safe State"

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Valid for all vehicles model year 2021 to present

When an OTA (Over-The-Air) job starts to program the VECU blocks the starter relay out, if the job ends in a Critical failure, the vehicle will remain in Safe State. This means that the starter will not be possible to engage, and the engine can't be cranked. To exit safe state see steps below.

1. Go to the Diagnose tab in Premium Tech Tool (PTT)

1. View DTC information (Step 1 of 3)

No Connection to Product
The product is not connected to the computer. Click Edit List to manually add DTCs.

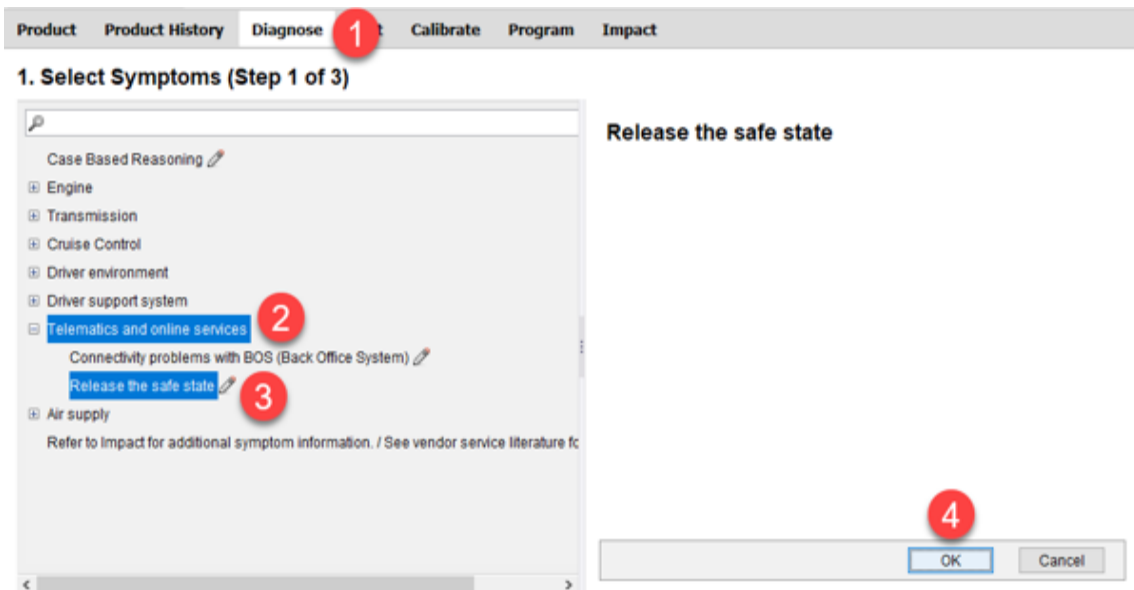
Edit list...

DTC List (0 items) Product time: - Engine hours: - Readout time: -

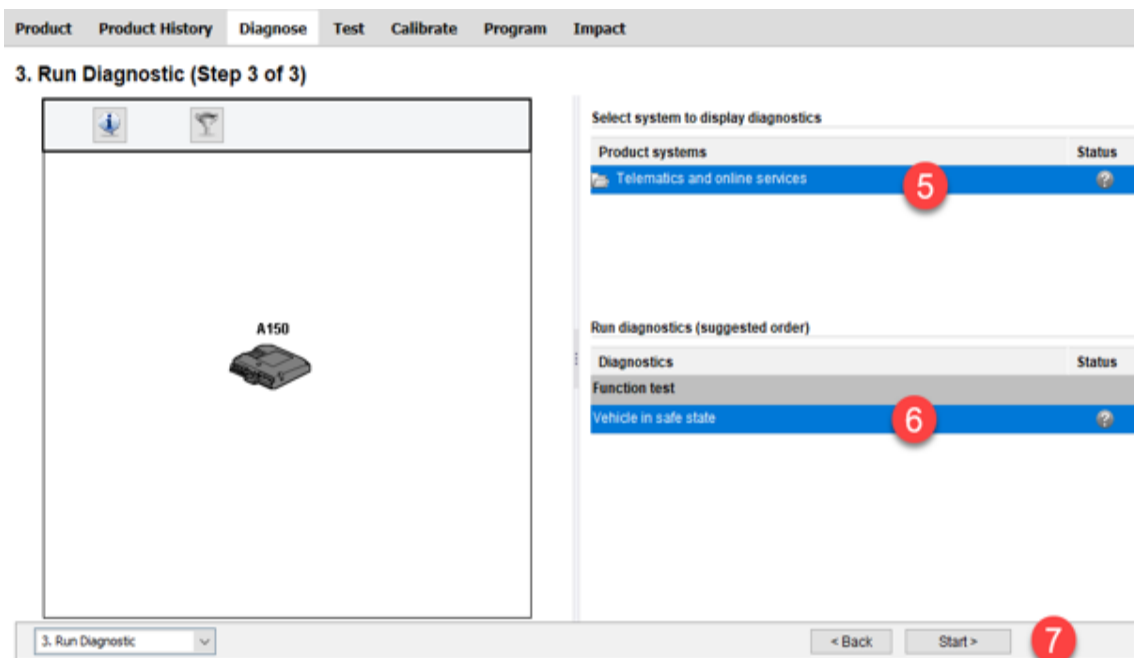
Control Unit ▲	DTC	Status	Count	First occurrence	Last occurrence
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1. View DTC information Continue >

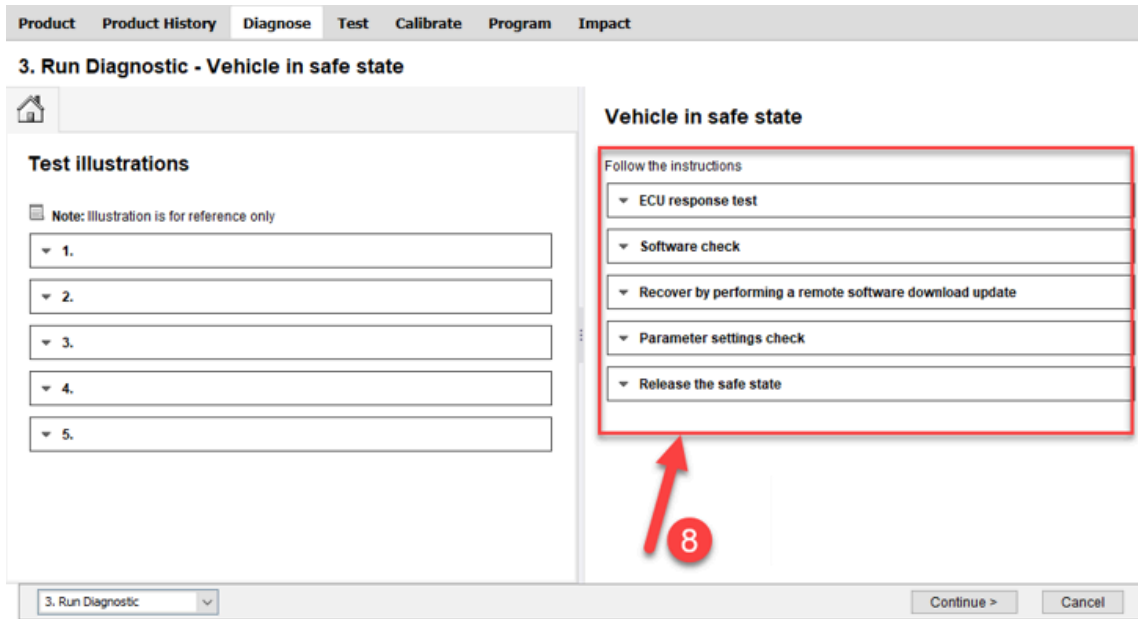
2. Select Telematics and Online Services



3. Click Release the safe state.
4. Click OK, then continue at the bottom. Click continue on the DTC page (Step 2/3)
5. Under product systems - Select Telematics and online services

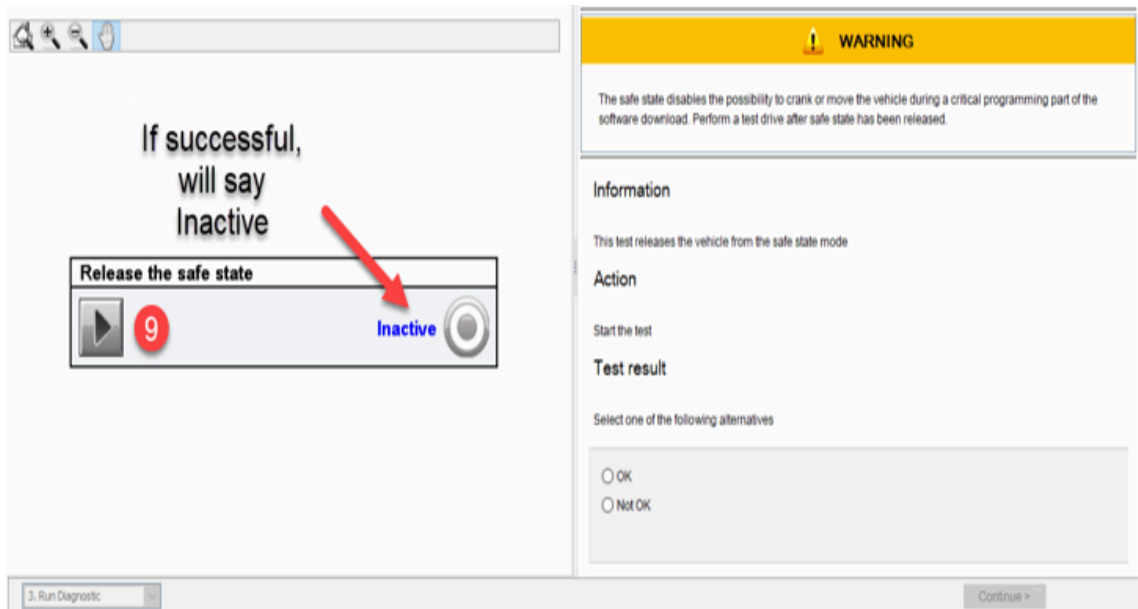


6. Under diagnostics - select vehicle in safe state
7. Click start
8. Follow the steps on the right side of the screen. If everything checks out ok release safe state at the last step.



9. On the last page with the warning, click on the play button under the Release safe state header.

If the release was successful the status will show **Inactive**.



Related links and attachments

No links or attachments available



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