



## STAR ONLINE PUBLICATION



**Case Number:** S2508000096

**Release Date:** November 2025

**Symptom/Vehicle Issue:** Vehicle Ignition Status Will Change From “RUN” to “OFF” After a Specific Number of Minutes Following The Use of The Wired Remote Start Stop (WRSS)

**Customer Complaint/Technician Observation:** The owner complains that after using the WRSS, the vehicle is shutting off shortly after the start request, and once the ignition is in the “OFF” mode the WRSS cannot restart the vehicle. The technician has duplicated the issue and has verified there are no Diagnostic Trouble Codes (DTCs) setting.

**Discussion:** Vehicle is equipped with sales code XBV – WRSS, and after starting the vehicle times out shortly after the start and shuts off. Use the wiTECH scan tool to connect to the vehicle, select the topology view to allow the scan tool to update the internal parameters for the time to operate to (unlimited and off only upon request).

**Note:** Test the operation to complete.

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.**