



GROUP  
Electrical

MODEL  
2015~16MY  
Soul EV (PS EV)

NUMBER  
PS425

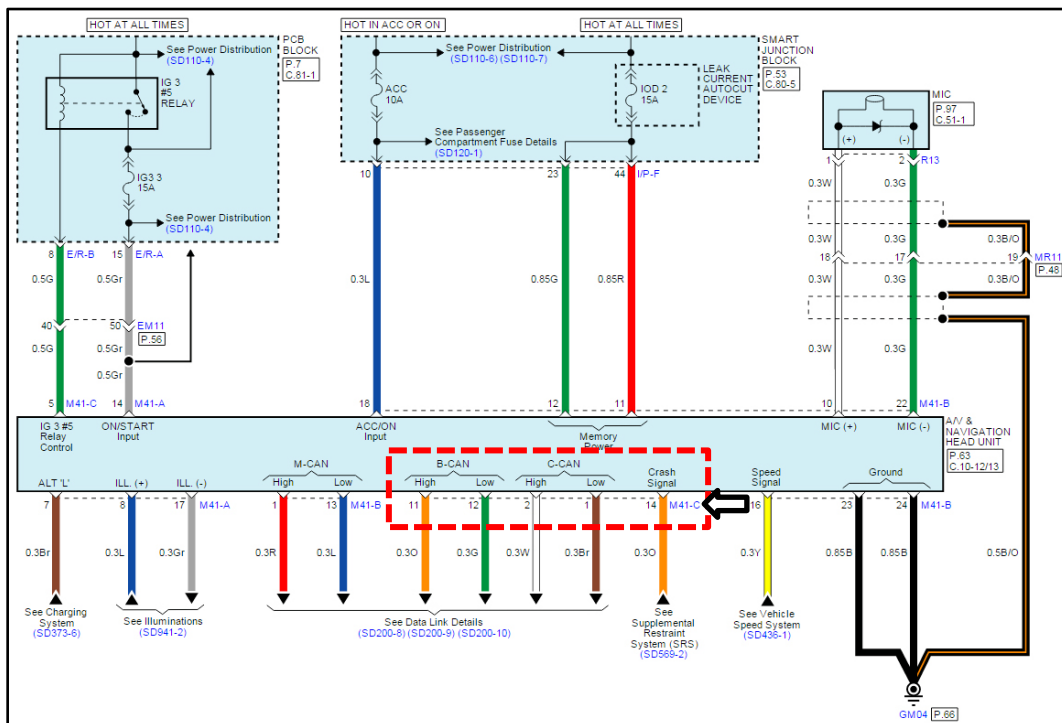
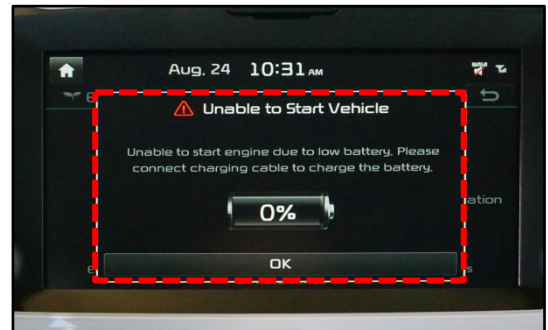
DATE  
October 2015



# TECHNICAL OPERATIONS

**SUBJECT:** AVN DISPLAYS "UNABLE TO START VEHICLE" WARNING MESSAGE

On some 2015~16MY Soul EV (PS EV) vehicles, a customer may complain that a warning message ("Unable to Start Vehicle") is being displayed on the navigation head unit screen. This condition may be caused by loose pin(s) on connector M41-C (see diagram) on the back of the head unit. Follow the procedure outlined below to resolve the concern. **NOTE: the vehicle will start and continue to operate normally while the warning message is displayed on the head unit.**

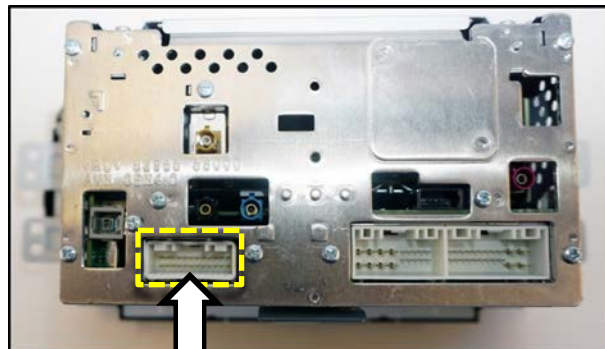


**Service Procedure:**

1. Record the customer's radio presets.
2. Remove the head unit from the dash by referring to the applicable Service Information on KGIS. **NOTE: Connector M41-C is shown for reference.**



3. Carefully place the head unit on the bench and apply Stabilant 22A to all pins on connector M41-C, as shown. **NOTE: Allow five (5) minutes of drying time, after applying Stabilant 22A, prior to re-connecting the connector.**



4. Reconnect all removed harness connectors and re-install the head unit into the dash.
5. Re-install all removed components by reversing the order of removal, restore the customer's radio presets and confirm proper head unit operation.