



## STAR ONLINE PUBLICATION

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**Case Number:** S1921000007 REV. A.

**Release Date:** 09/29/2020

**Symptom/Vehicle Issue:** Engine Restarting On Stop/Start Event Without Releasing The Brake Pedal, EVIC Displays Shift To P Then Desired Gear, D on PRNDL Flashing

**Customer complaint/ technician observation:** The customer complaint may be the engine restarts without releasing the brake pedal. EVIC will display "Shift To Park Then Desired Gear" after every stop/start event. When this happens, the vehicle will go into Auto Park and the Drive light "D" on PRNDL will be displayed and keep blinking until shifting gear into Park.

Vehicles equipped with rotary shifter, the engine will restart and the shifter may autocorrect to Park without driver's input and the EVIC will read "Shifter Autocorrect Active".

This document pertains only to this concern and on vehicles that are not setting any DTC's. If a DTC's sets, follow the DTC trouble code diagnostics within the service diagnostic procedure and IGNORE this document.

This issue may appear on vehicles fitted with an 8-Speed Automatic 850RE Transmission [DFT] and ESS (Engine Stop/Start) feature [XHZ].

### Diagnosis:

- 1) Using scan tool select "Engine Stop/Start Status" located under the "OBDII Monitors" menu in the Analysis section of the left margin, in order to check the stop/start enabler's status. See fig 1
- 2) Make sure all the enablers values will turn into "True" status when the stop/start event happened. See fig 2
- 3) Put the vehicle on hoist with all wheels off the ground.
- 4) Accelerate up to 5mph.
- 5) Press and hold the start button to go to ACC mode, the engine should shut off.
- 6) Listen for a ratcheting sound under the vehicle. If a clicking/ratcheting sound is heard, apply brakes to stop wheels.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Center 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.

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**NOTE:** This test procedure can be done maximum two times to check for the issue initially and then a maximum of two times after the Valve Body has been replaced.

## Repair and Conclusions:

-Ratcheting/Clicking sound present - Park Lock solenoid has failed and cannot hold system out of park. (Replace Valve Body in accordance with the service information).

-Ratcheting/Clicking sound NOT present - Park Lock solenoid is functioning as intended and further vehicle diagnosis is required.

NAME	STATUS
1/1 SOC O2 Monitor - Enhanced	Waiting
2/1 SOC O2 Monitor - Enhanced	Waiting
1/2 O2 Monitor - Enhanced	Waiting
2/2 O2 Monitor - Enhanced	Waiting
Catalyst SOC Mon Bank 1 - Enhanced	Waiting
Catalyst SOC Mon Bank 2 - Enhanced	Waiting
1/1 O2 Heater Monitor	Waiting
2/1 O2 Heater Monitor	Waiting
1/2 O2 Heater Monitor	Waiting
2/2 O2 Heater Monitor	Waiting
EGR Monitor - Enhanced	Three Good Trips
Purge Monitor	Waiting
ESIM ENG Off Small Leak Monitor	In Progress
EVAP Engine Running Large/Cap Leak Monitor	Waiting
Gen Exap/Switch Monitor	Waiting
Fuel Lean Monitor Bank 1	Waiting
Fuel Lean Monitor Bank 2	Waiting
Fuel Rich Monitor Bank 1	Waiting
Fuel Rich Monitor Bank 2	Waiting
Mis-Fire Mon 200/1000	Waiting
Engine Stop/Start Status	79.0

Fig 1

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NAME	VALUE	UNITS
Intelligent Battery Sensor (IBS) State of Charge	75.0	%
Intelligent Battery Sensor (IBS) State of Charge Accuracy (2-Volt/Min Learned)	2	Count
Battery (IBS) SEP O Allow Stop/Start	75.0	
Battery (IBS) SEP V Allow Stop/Start	75.0	
Gas Pedal Allow Stop/Start	75.0	
Brake Pedal Pressed Allow Stop/Start	75.0	
HVAC Cabin Heating/Defrost Allow Stop/Start	75.0	
Engine Oil Temperature Allow Stop/Start	75.0	
Hand Switch Allow Stop/Start	75.0	
Vehicle Grade Allow Stop/Start	75.0	
Fuel Level Allow Stop/Start	75.0	
SEP Allow Stop/Start	75.0	
Engine Runtime Allow Stop/Start	75.0	
AWD Low Not Engaged to Allow Stop/Start	75.0	
Ambient Temp Allow Stop/Start	75.0	
Steering Wheel Angle Allow Stop/Start	75.0	
Engine Speed Allow Stop/Start	75.0	
Vehicle Speed Latch Veto Allow Stop/Start	75.0	
Vehicle Speed Allow Stop/Start	75.0	
Brake Booster Vacuum Allow Stop/Start	75.0	
Barometric Pressure Allow Stop/Start	75.0	
IBS Wake Stop/Start	75.0	
No DSD Faults Present to Allow Stop/Start	75.0	
Seatbelt Door Switch/Occupant Present to Allow Stop/Start	75.0	
Battery Temperature Allow Stop/Start	75.0	
Catalyst Temperature Allow Stop/Start	75.0	
Engine Coolant Temperature Allow Stop/Start	75.0	
Stop/Start Switch Allow Stop/Start	75.0	

Fig 2

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