



## STAR ONLINE PUBLICATION



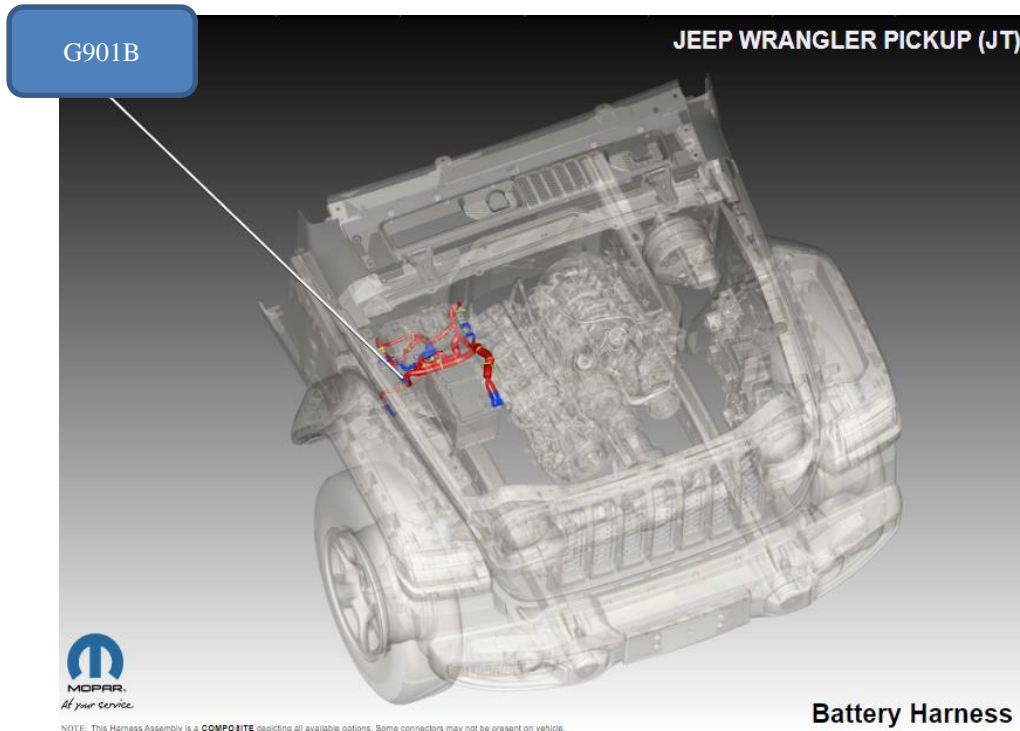
**Case Number:** S2308000008

**Release Date:** January 2023

**Symptom/Vehicle Issue:** No crank, Stop Start System Inoperative

**Customer Complaint/Technician Observation:** Owner complains the vehicle does not start, stop start is inoperative when the vehicle starts. Technician observed the vehicle is setting Diagnostic Trouble Code (DTC) P06EF Engine Restart Performance and other possible associated DTCs, B2121 Ignition Control 1 circuit, C211B Ignition Run/Start Input Circuit Short, U0100 Lost Communication with Powertrain Control Module (PCM).

**Repair Procedure:** Inspect ground location G901B right side fender well area. Clean and secure then verify the operation. If there is still a concern present with any of the above DTCs, inspect any main engine grounds at the frame and the engine, clean and secure to complete. No parts required.



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 or eCONTACT ticket if no solution is found**