Technical Service Bulletin

SUBJECT:	No:	TSB–16–54–006
IMPOSSIBLE TO TURN IGNITION OFF WHEN BATTERY VOLTAGE DROPS	DATE:	**December, 2016**
	MODEL:	**See below**

CIRCULATE TO:	[ ] GENERAL MANAGER	[**X**] PARTS MANAGER	[**X**] TECHNICIAN
[**X**] SERVICE ADVISOR	[**X**] SERVICE MANAGER	[**X**] WARRANTY PROCESSOR	[ ] SALES MANAGER

PURPOSE

Some vehicles with One−Touch Start System (OSS) may exhibit a condition where the ignition cannot be turned off when battery voltage drops. When battery voltage drops, the vehicle cannot perform CAN communication correctly and will go into the fail−safe mode. Fail−safe mode prevents the vehicle from turning the ignition off even when the ignition switch is pushed.

This TSB instructs dealers to explain to customers that the battery voltage should be checked during routine maintenance, and that proper battery voltage should prevent the condition from occurring.

BACKGROUND

In order to prevent the engine from stopping if the ignition switch is pushed accidentally while driving, the driving condition is being monitored via CAN (Controller Area Network) communication. If CAN communication fails, due to low battery voltage, the driving condition cannot be monitored and the vehicle enters fail−safe mode. Fail−safe mode judges the vehicle as being in a running state (even if the engine is not running), and prevents the ignition from being turned off.

AFFECTED VEHICLES

The following vehicles with One−Touch Start System (OSS):

- 2014−2017 Mirage
- 2017 Mirage G4
- 2014−2017 Outlander
- 2011−2017 Outlander Sport/RVR

EXPLANATION TO CUSTOMER

Dealers should explain to the customer that since a drop in battery voltage causes the issue, the battery condition and voltage should be checked as part of routine vehicle maintenance. When battery voltage is normal, the issue should not occur.

Also explain the following points to the customer:

- When the ignition cannot be turned off, doors also cannot be locked by the Keyless Operation system. The emergency key may be used to lock the doors.
- The steering lock cannot be operated.
- Refer to the Owner's Manual, "For emergencies" section, to properly jump−start and/or charge the battery.

Continued

REPAIR PROCEDURE

1. If the vehicle ignition cannot be turned off due to low battery voltage, jump—start and/or charge the battery following all instructions and warnings in the Owner's Manual, "For emergencies" section.
2. Using MUT—III, perform an "Erase and Read all DTCs" to clear any DTCs that may have been set due to this condition. Confirm that DTCs do not reset.
3. If any DTCs do not clear, diagnose and repair following instructions in the Service Manual.
4. If the battery cannot be charged to proper voltage, or if the battery is dead, advise the customer to replace the battery with a new one.

WARRANTY INFORMATION

This bulletin is supplied as technical information only and is not an authorization to repair. If an affected vehicle is reported with the described condition, diagnose the condition, and repair as described in this bulletin.