



STAR ONLINE PUBLICATION



Case Number: S2508000084

Release Date: October 2025

Symptom/Vehicle Issue: B273C-00 - Digital Crash Input Stored In The HCP, Service Hybrid Electric Vehicle System Warning Message And Red Wrench Light Displayed

Discussion: The customer may bring their vehicle in for and intermittent “Service Hybrid Electric Vehicle System Warning” message and the red wrench light being displayed in the cluster. When this occurs, the vehicle may no longer allow Electric or Hybrid drive modes and seamlessly transition to the Internal Combustion Engine (ICE). Upon scanning for DTC’s, you may find a stored B273C-00 set in the Hybrid Control Processor (HCP).

The Digital Crash Input signal originates at the Occupant Restraint Controller (ORC) and is designed to notify the High Voltage (HV) control modules that the vehicle was in an accident and if necessary, shut down the HV system. During normal operation a circuit health status signal is generated by the ORC and received by the Battery Pack Control Module (BPCM) over the R41 circuit. BPCM monitors the signal and then duplicates it, sending it to the HCP over the R414 circuit. Failure of the HCP to receive this circuit health status signal results in B273C-00 being set by the HCP.

The current BPCM software is susceptible to momentary microprocessor resets which last approximately 0.5 seconds. Depending on the timing of the resets, the HCP may not receive this duplicated crash detection circuit health signal from the BPCM and intermittently set B273C-00.

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.



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Engineering is developing a BPCM flash update to reduce the tendency of the microprocessor to reset, which will be released in the form of a TSB. Timing for this service release is mid-November 2025.

If the vehicle always has an active B273C-00, it is not caused by the BPCM microprocessor reset and needs to be diagnosed.

Note: ORC Engineering has confirmed that airbag deployment and operation is not compromised due to this fault or it's setting conditions. The vehicle can be safely released to the customer until the software update is made available.

Be aware that B273C-00 may continue to set intermittently until this BPCM software update is released. When Active, the "Service Hybrid Electric Vehicle System Warning" message and red wrench lamp will be displayed. The vehicle will be transitioned to and only allow propulsion using the ICE. Electric and Hybrid drive modes will be inoperative anytime B273C-00 – Digital Crash Input goes Active. It is recommended to encourage the customer to utilize E-Save drive mode until the BPCM software update is available to avoid this.

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