



STAR ONLINE PUBLICATION



Case Number: S2108000048

Release Date: 02/17/2021

Symptom/Vehicle Issue: CEL Lamp On, Drained Battery No Start, DTC B25A9-00 Front Door Handle Sense

Customer Complaint/Technician Observation: The customer complains that the vehicle is not starting and at times the EVIC (Electronic Vehicle Information Center) display remains illuminated longer than expected. Technician observed the vehicle may have set DTC B25A9-00 - Front Door Handle Sense as stored or active.

Discussion: If multiple modules are setting low voltage DTC's and the battery is discharged with the above DTC present, inspect the driver door handle connector for any signs of corrosion than can contribute to the EVIC illumination (BUS Awake) staying on longer than needed. Clean and replace the connector as needed (8335267AA) Fig 1, 2.

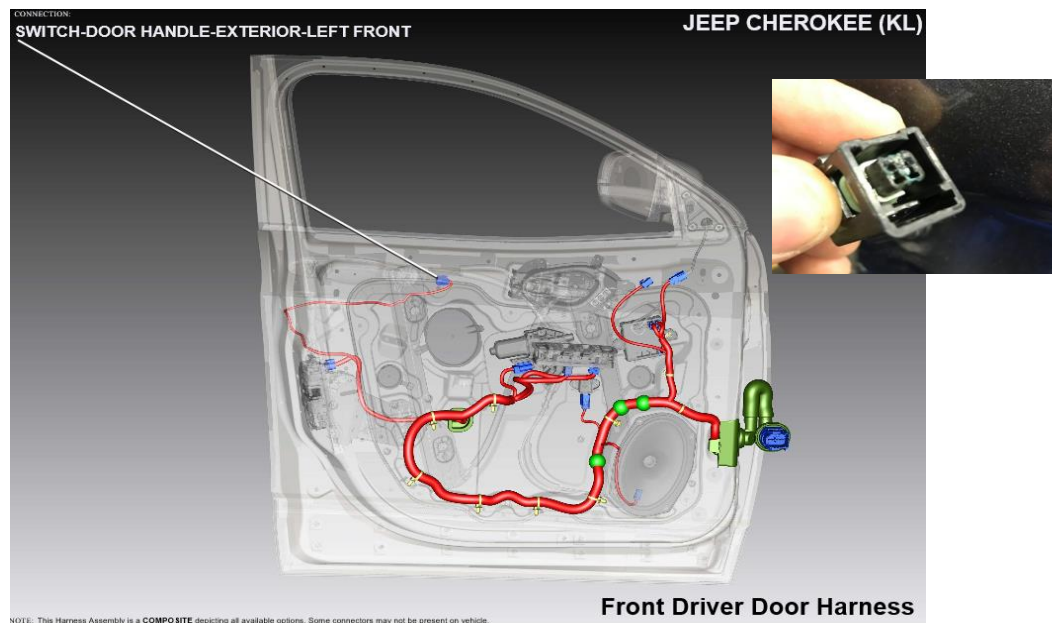


Fig 1

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



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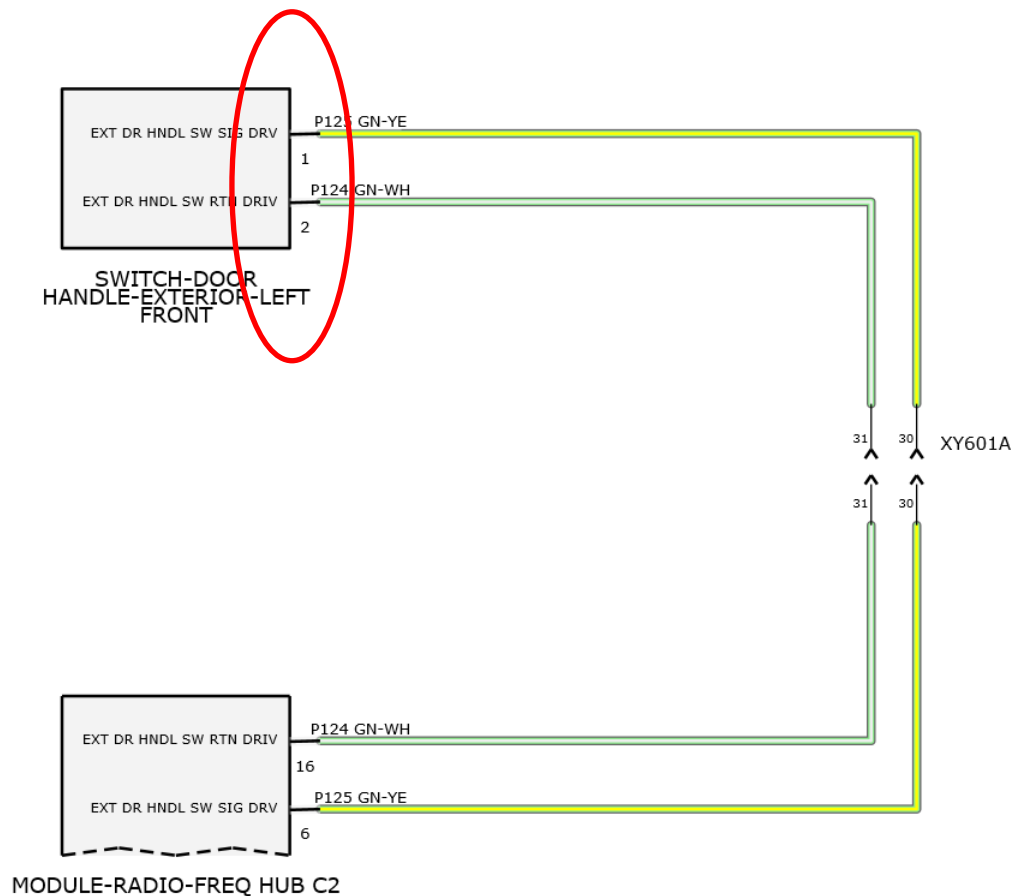


Fig 2

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