

# Technical Bulletin

		NUMBER: GHK2007R0	Date: 07/15/2020
HYUNDAI GENESIS 	<input checked="" type="checkbox"/>	KIA 	<input checked="" type="checkbox"/>
		MODEL YEAR: ALL	MODEL CODE: ALL
SUBJECT: Vehicle 'No Start' Conditions			

**COMMENTS :**

**IMPORTANT NOTICE**

**RAIL, HAULWAY, VPC AND SHUTTLE DRIVERS**

This bulletin is to help clarify, and not intended to replace any procedure published in the Appendix 'D' of the GLOVIS In-Transit Repair Procedures.

**Vehicle No Start Conditions:**

**If vehicle's starter turns, but does not start:** Check vehicle's fuel gage. Add 87 octane fuel if required.

**If vehicle's starter does not engage but the horn sounds:** Place your foot on brake pedal, and *gently cycle the transmission shifter from 'Park' (P) into the 'Drive' (D) position - 2 times*. This will help the range switch recognize the transmission control module "Park" signal helping to place the vehicle into the proper start mode. *Never use force to move the gear shifter out of 'Park' (P) position, or the vehicle's shifter interlock system can be damaged.* Ensure that the shifter is returned to the 'Park' (P) position and restart vehicle using normal start procedures.

**If the shifter cannot be easily moved out of 'Park' position, utilize the 'Shift Lock Release' button** to move the shift lever from Park (P) into the Neutral (N) position. Press and hold the vehicle's brake pedal. Using a wooden release tool, carefully remove the 'Shift Lock Release' cover/tab found near the shifter on the console panel. Insert a wooden release tool into the 'Shift Lock Release' hole and press down on the release button. Orange wood sticks (3.5 mm dia. x 110 mm lg); or similar product can be utilized to unlock the shift released button and can be purchased on Amazon.com. While pressing the Shift Lock Release button with the orange wood tool, press and hold in the shift knob button on the shifter handle, and gently move lever into the neutral (N) position. Use the car's key to start the vehicle. See Appendix 'D' or the 'KIA Shift Interlock' video on GLOVIS website:

<http://america.glovis.net/English/Magazine/List.aspx?m=29>.

**Vehicles with "Smart Keys."** If stop lamp fuse is blown, the vehicle will not start as normal. Start the engine by pressing the Engine Start/Stop button for 10 seconds while it is in the ACC position. For your safety, always depress the brake pedal before starting any engine.

**EV, Hybrid and Fuel Cell vehicles.** Ensure the smart key is inside the vehicle. Fully engage the parking brake. Ensure the automatic transmission shift lever is in (Park) 'P' position. Depress the brake pedal fully. *Do not depress the accelerator.* Press the ENGINE START/STOP button for 1 second or until the READY lamp in the gauge cluster illuminates. EV recharging is restricted to trained personnel only. High voltage cables and connectors are orange in color. Do not touch high voltage components, cables or connections without proper protective gear. Failure to observe this warning could result in electrical shock, injury or even death.

**No-start condition due to a dead battery.** It is recommended to either jump-start, or charge the battery in order to move the vehicle. Jump-starting can be accomplished by using a portable booster battery (jump box), or standard jumper cables with fully insulated clamp handles. If not utilizing a portable battery jump box, jump-start using a utility truck, etc. never utilize another new car out of yard inventory. Use only 12-volt jumper systems. You can damage a 12-volt starter, ignition system, and other electrical parts beyond repair by using any system other than a 12-volt system. See Appendix 'D' or the '**How to Jump Start**' video on GLOVIS website:

<http://america.glovis.net/English/Magazine/List.aspx?m=29>. Should you require further assistance on a 'No Start' vehicle, please contact the GLOVIS In-transit Repair Administrator (866-4GLOVIS).