

STAR ONLINE PUBLICATION

Case Number: S1908000166

Release Date: 05/09/2020

Symptom/Vehicle Issue: Stop Start Inoperative, Auxiliary Battery Low Requires Charging, No Start

Customer complaint/ technician observation: The customer complains the vehicles stop start system is not functioning. Technician observed the aux battery is low and the stop start unavailable message is displayed.

Repair Procedure: The electrical system of the new body style JL has a Power Control Relay (PCR). This relay controls battery usage for start stop events. When the engine is cold, both batteries crank the engine. When the engine is at operating temperatures only the starting large battery is used for Electric Start Stop (ESS) starting, the auxiliary battery is then used for other vehicle loads. Clean and tighten all main connections for PCR to battery and fuse array, no parts required, Fig 1, 2 ,3.

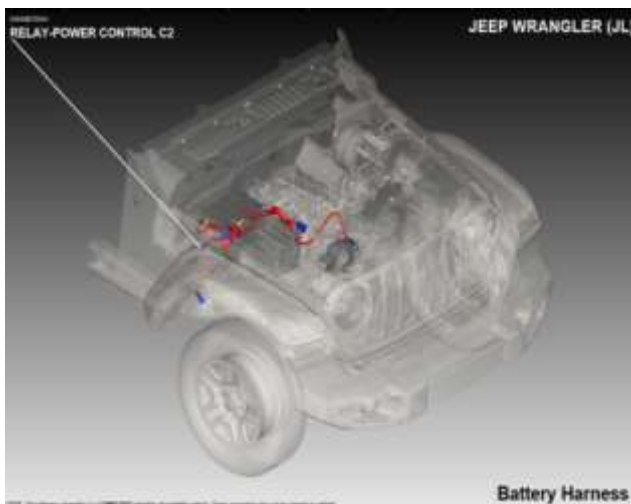


Fig 1, PCR relay location below PDC

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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Fuse Array Part # 68368853AA

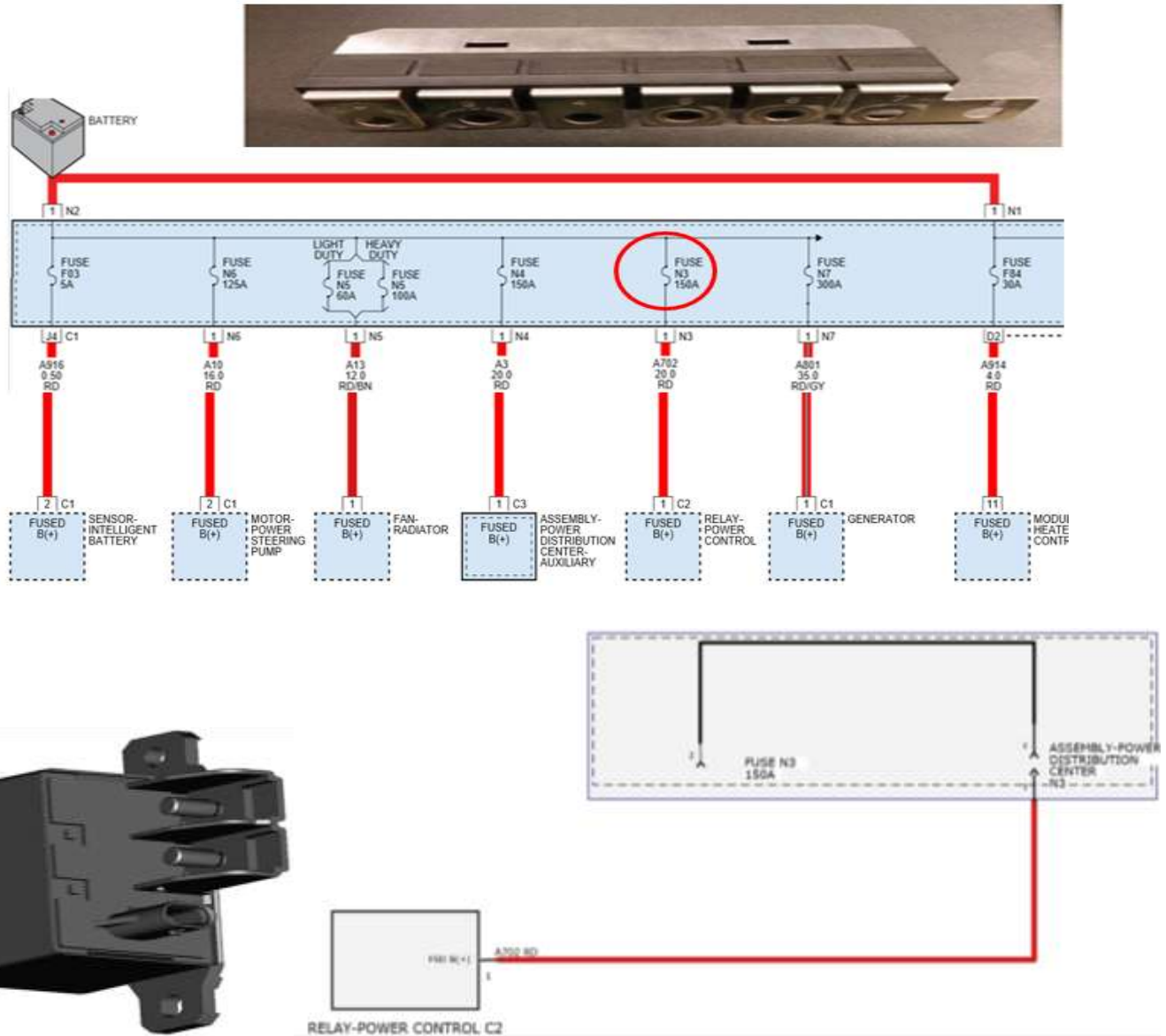


Fig 2

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RELAY-POWER CONTROL C3

PCR to AUX battery



Fig 3

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