



## STAR ONLINE PUBLICATION



**Case Number:** S2008000181

**Release Date:** 11/20/2020

**Symptom/Vehicle Issue:** No Start Condition, Low Battery Voltage And Battery Light On, DTC P2503, P2504 Active Or Stored

**Discussion:** When the ESS or battery light is ON and DTC P2503 (Charging System Output Low) or P2504 (Charging System Output High) is active or stored, inspect the jump post (B+) for a loose connection and any signs of arching or damage. A loose jump post between alternator and PDC Or a failed alternator pulley could be causing a vehicle no start condition and alternator replacement.

If the connection at jump post is found loose or damaged, tighten it or replace the block and cover accordingly. Also see if there is glue/sealant seeping out from the heat shrink tube. If yes, then clean it with wire brush.



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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If the jump stud between the PDC and alternator is not loose and damage is not found. The alternator pulley should be checked. Place a pen or small plastic tool in the gap on the front of the alternator to prevent the pulley from spinning to the right (clockwise).



If after inserting the pen or tool, the pulley can spin in both directions, then pulley is bad and the alternator needs to be replaced. If the pulley spins only to left (counterclockwise) with a tool/pen, the alternator pulley is not the issue.

If no issues are found, follow the standard DTC flow chart to root cause and repair the concern.

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