

STAR ONLINE PUBLICATION

Case Number: S2008000099

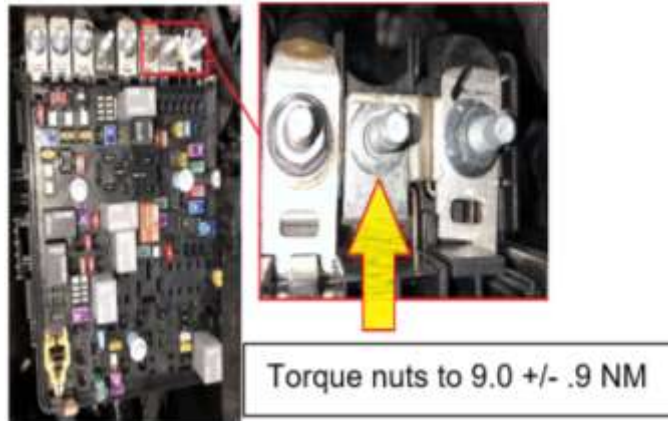
Release Date: 07/08/2020

Symptom/Vehicle Issue: Vehicle Cranks And Does Not Start, Multiple Low Voltage DTC's Setting

Customer Complaint/Technician Observation: Owner Complains the vehicle will crank and not start, at times it will not crank at all. Technician may in some cases have multiple DTC's setting in various modules or cannot duplicate at all.

Repair Procedure: Inspect the (HCFA) High Current Fuse Array connections at the PDC for any potential loose connections. Location of the HCFA is at the PDC. Verify all connections are tight at the M6 nut connections, secure the harness eyelet terminals to the fuse array as needed. All nuts should be secured to minimum 9.0 +/- 0.9 Nm prior to any component replacement, test the operation to complete.

Fuse Array 68368852AA



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