



STAR ONLINE PUBLICATION



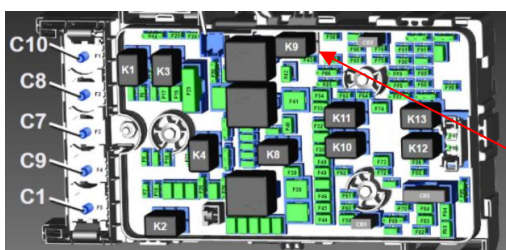
Case Number: S2108000002

Release Date: 01/07/2020

Symptom/Vehicle Issue: In Extremely Cold Temperatures The Customer May Complain Of An Intermittent No Crank, Cranks And Stalls, Stops Cranking Fails To Start

Customer Complaint/Technician Observation: Owner complains in extremely colder temperatures the vehicle may exhibit a No Start or and/or a Start and Stall fail to Start condition. Vehicle will start normally when PDC or vehicle is warmed up. This symptom may also be accompanied by DTC, P1279 - STARTER CONTROL CIRCUIT 2 OPEN.

Repair Procedure: Inspect the Run/Start relay in the PDC and confirm it is manufactured by "Song Chuan" vehicle built after September 2019. Replace the Song Chaun relay with the service replacement part (Denso 68406797AA). Verify the vehicle starts and does not stall and no DTC's are setting. If the issue has been resolved, no further action is needed. If the condition persists, follow the published service procedures to further diagnose the issue.



RELAYS			
Relays	Alternate	Description	Amperage
K1	D87902	STARTER SOLENOID 2	N/A
K2	D820	AUTO SHUT DOWN	N/A
K3	D87901	STARTER SOLENOID 1	N/A
K4	D810	FUEL HEATER (DIESEL)	N/A
	D844	VACUUM PUMP	N/A
K8	D876	BLOWER MOTOR (FRONT)	N/A
K9	D893	RUN/ START	N/A
K10	D821	REAR WINDOW DEFOGGER	N/A
K11	D842A	RUN 1	N/A
K12	D851A	RUN/ ACCESSORY 1	N/A
K13	D842B	RUN 2	N/A

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