



## STAR ONLINE PUBLICATION



**Case Number:** S2108000030

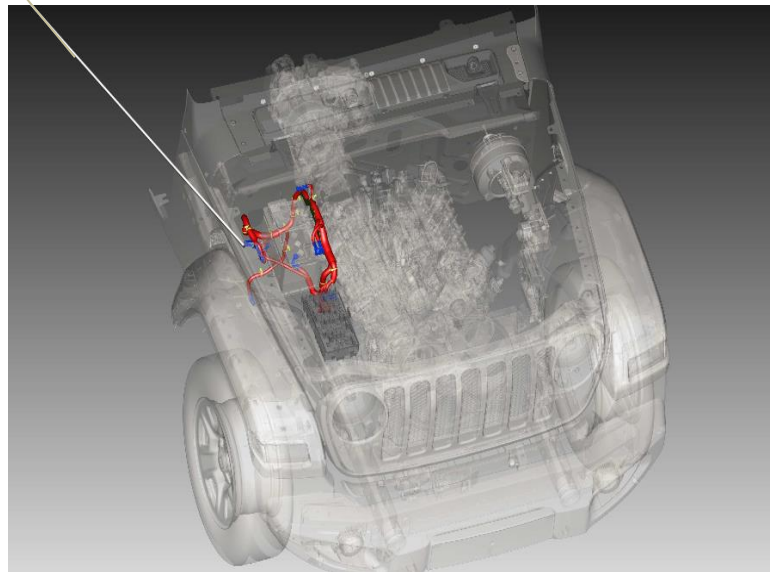
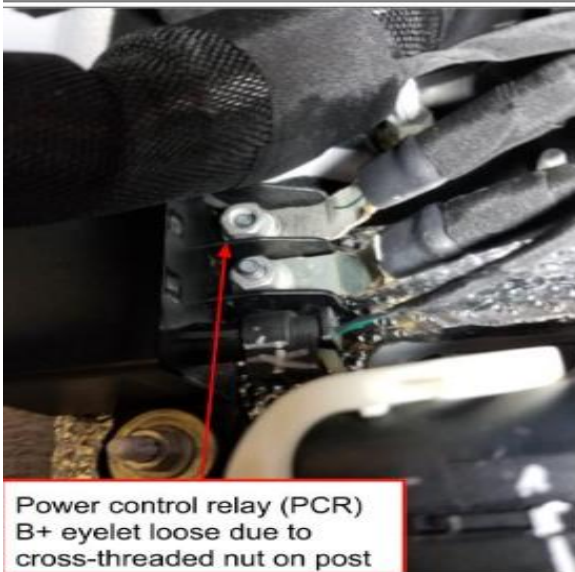
**Release Date:** 02/02/2021

**Symptom/Vehicle Issue:** No Crank, No Start

**Customer Complaint/Technician Observation:** Owner complains that the vehicle does not start. Technician observed no DTC's stored or active.

**Repair Procedure:** Inspect the PCR (Power Control Relay) main connections inspecting for any loose cable connections. Wiggle the cables to ensure secure connections. Tighten cables and or replace the PCR as needed.

**Customer concern:** No crank/no start.  
Auxiliary battery severely discharged.



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**