



STAR ONLINE PUBLICATION



Case Number: S210800037

Release Date: 02/09/2021

Symptom/Vehicle Issue: Vehicle Cranks Slowly When Starting

Customer Complaint/Technician Observation: Owner complains of a slow crank condition. Technician observed the vehicle does crank slow as is the battery was not fully charged and the vehicle has very low mileage.

Discussion: Inspect the battery terminal connections and/or if not obvious perform a voltage drop from the clamp to the battery post to determine excessive voltage drops. If the inspection reveals the battery tests good but connection has heavy corrosion and or discoloration; replace the IBS sensor assembly as needed. Return the old parts for review and inspection.



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