



STAR ONLINE PUBLICATION



Case Number: S210800002 Rev. B

Release Date: 02/16/2021

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

Customer Complaint/Technician Observation: Owner reports in 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" for vehicles built after September 2019. Replace the Song Chuan relay with the service replacement part (Denso 68406797AA). In the event 68406797AA is on backorder, another validated Denso relay to use is 68244159AA. Quantities for this relay are limited, we kindly request to only order on an as needed basis until mid March 2021 so customer vehicles currently exhibiting this issue can be repaired.

CAUTION: Denso relay part number 68244159AA can only be used in the Run/Start relay location. Premature relay failure will occur if used in other locations. Other locations require relays which can handle higher duty cycle requirements.

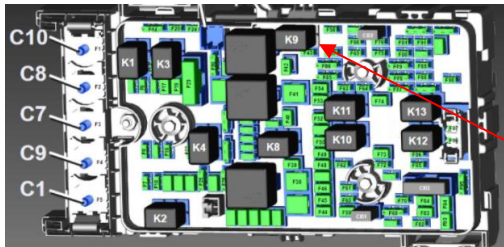
Note: Only the Run/Start relay will require replacement for this issue. No other Song Chuan relays should be replaced for this condition.

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



STAR ONLINE PUBLICATION



RELAYS			
Relays	Alternate	Description	Amperage
K1	D87902	STARTER SOLENOID 2	NA
K2	D8820	AUTO SHUT DOWN	NA
K3	D87901	STARTER SOLENOID 1	NA
K4	D810	FUEL HEATER (DIESEL)	NA
	D944	VACUUM PUMP	NA
K8	D876	BLOWER MOTOR (FRONT)	NA
K9	D993	RUN / START	NA
K10	D821	REAR WINDOW DEFOGGER	NA
K11	D842A	RUN 1	NA
K12	D851A	RUN / ACCESSORY 1	NA
K13	D942B	RUN 2	NA

Verification: Verify the vehicle starts and does not stall and no DTC's are setting when exposed to the cold. It is recommended to cold soak the vehicle along with the replacement Denso relay. Attempt to start the vehicle and confirm a no start/start stall condition. Replace the Song Chuan Run/Start relay with the cold soaked Denso replacement. Verify the vehicle starts. 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.

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