



## STAR ONLINE PUBLICATION



**Case Number:** S2123000014

**Release Date:** 03/11/2021

**Symptom/Vehicle Issue:** Winch Inoperative From Controller

**Customer Complaint/Technician Observation:** Power Wagon model winch may intermittently work or not work at all.

**Discussion:** Inspect the battery eyelet terminal connection crimps on both positive and negative cables. This may require cutting and removing the heat shrink tubing protecting the crimps. The small gage wire(s) provides power and ground to the controller. An improper crimp or poor connection could cause the winch to be intermittent or inoperative. Repair the crimp or replace the cable if a crimp issue is found. Replace any removed heat shrink if a repair is made. See the below images for detail.

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**



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Positive wire harness to battery. The small red wire that powers the controller is pinched and causes intermittent connection to the winch

Crimp covered with a heat shrink wrap cover

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