STAR ONLINE PUBLICATION

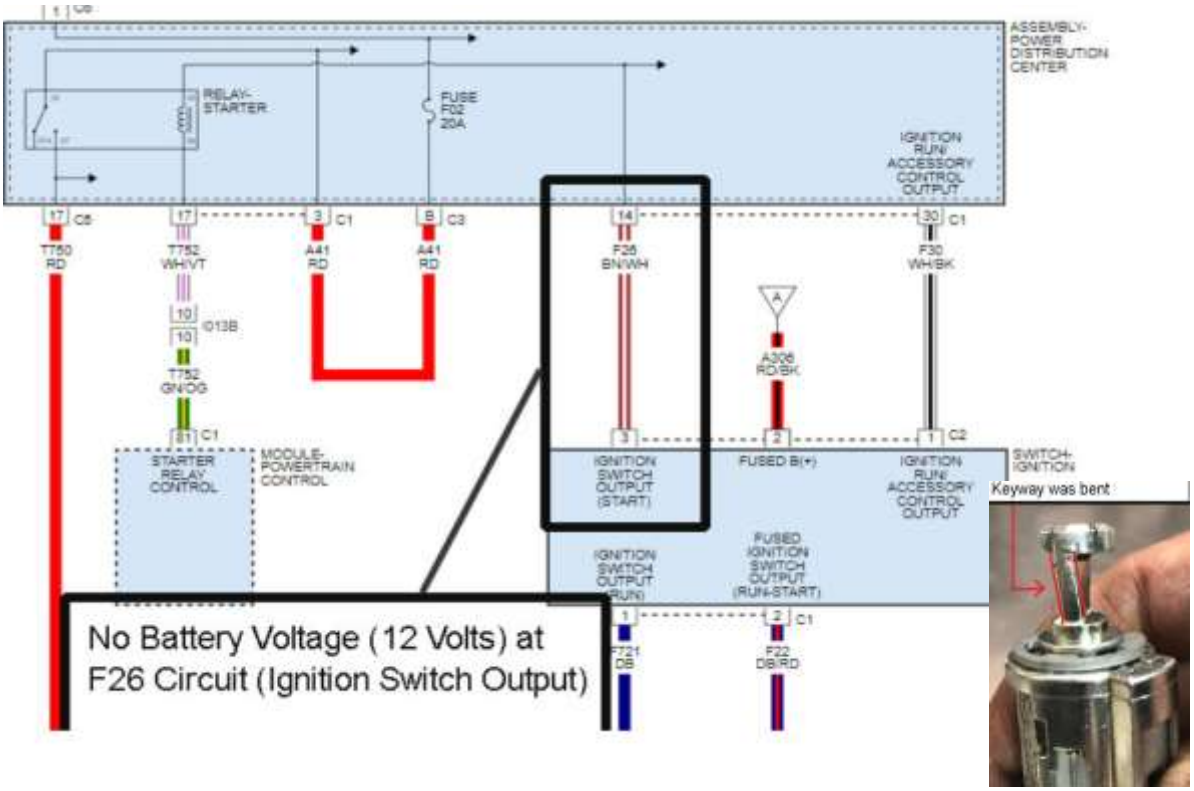
Case Number: **S2108000115 REV. A**

Release Date: July 2021

Symptom/Vehicle Issue: No Crank, No Start, No Fault Codes

Customer Complaint/Technician Observation: Owner complains the key has to be turned forcefully to start the vehicle. Technician observed when the key is turned the vehicle did not start every time.

Discussion: Prior to any repairs, test the ignition switch (start) voltage at the F26 circuit while cranking. If no voltage on F26 check the A306 B+ feed. If good A306 B+ feed but no power on F26, check the ignition switch lock cylinder key way mechanism (see below). Replace the key cylinder as needed.



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