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Symptom/Vehicle Issue: Intermittently The Starter Clicks And Does Not Turn Over The Engine

Discussion: Intermittently when attempting to start the vehicle the starter may click but not turn over the engine. Allowing the vehicle to cold soak, opening/closing the doors or rocking the vehicle may allow the starter to engage and begin cranking the engine.

It has been found that this condition may be caused by a loose ground stud (G919A) nut for the main battery negative cable.

Diagnosis: Using a digital multimeter check the voltage at the starter when attempting to crank. Voltage should be over 12 volts. If you find the voltage to be lower, inspect the main battery negative cable located under the drivers seat.

Confirm the nut securing the negative battery cable to ground stud G919A is tightened to at least 9Nm. Checking to see if is “finger tight” is not sufficient.

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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Battery (-) Ground Stud G919A



Ground Stud Nut Damaged By Arcing

Repair Procedure: If you find that the ground stud nut is loose, inspect the nut for signs of damage from arcing. If damage is found, replace the nut and tighten to 9Nm.

Verification: Confirm the starter cranks and starts the engine. Manipulation of the doors, vehicle motion or hot/cold soaking should not longer effect engine cranking.

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