



STAR ONLINE PUBLICATION



Case Number: S2508000031 Rev. A

Release Date: June 2025

Symptom/Vehicle Issue: No Crank, No Start, Start Stop Inoperative, Check Engine Lamp (CEL) on

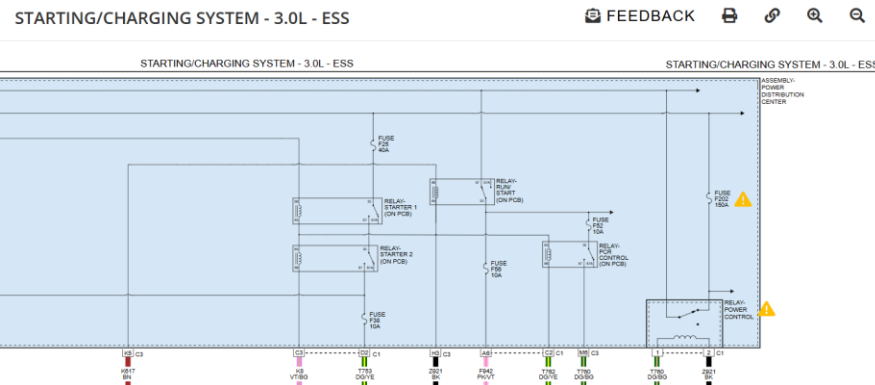
Customer Complaint/Technician Observation: Owner complaint is the vehicle does not start or that the stop start does not operate. Condition may have appeared after the vehicle was recently serviced and or jump started. Technician observed the vehicle is setting any of these associated Diagnostic Trouble Codes (DTCs) P2AF5-00 Starter Relay 3 Stuck On, P2AF6-00 Starter Relay 3 Stuck Off.

Repair Procedure: If the above DTCs are set, review the aux battery SOC, if the aux battery is being charged correctly with secure connections and the battery cannot be recovered, replace the battery as needed and clear the DTCs. Remember to secure all connections to the batteries and their circuit connections to the Power Distribution Center (PDC). Review the B+ connection at the Crank Battery and Aux Battery for any loose connections; clean and secure as needed.

Inspect the front under hood PDC 150-amp fuse F202 to ensure it is not open. Remove the Power Control Relay (PCR) relay as needed, inspect connections, reinstall and test the operation.

NOTE: The Power Control Relay is the relay that makes and breaks the connection between the two Batteries. The PCR Control Relay is in the PDC and is controlled by the Powertrain Control Module (PCM) using a Low Side Driver (LSD). The PCM provides the power supply to energize the PCR.

Example: 3.0 ESS DT



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