



STAR ONLINE PUBLICATION



Case Number: S2508000034

Release Date: May 2025

Symptom/Vehicle Issue: No Crank, No Start, Start Stop Inoperative. P2AF5-00 - Starter Relay 3 Stuck On, P2AF6-00 - Starter Relay 3 Stuck Off

Customer Complaint/Technician Observation: You may find the vehicle exhibits a no crank no start or that the Start Stop system is inoperative. The PCM may be setting either of these associated Diagnostic Trouble Codes (DTCs) P2AF5-Starter Relay 3 Stuck On, P2AF6-Starter Relay 3 Stuck Off.

Repair: If the above DTCs are set, perform battery disconnect procedure.

1. Locate main battery negative terminal and remove the bolt & negative terminal from main battery.
2. Locate auxiliary battery negative terminal and remove the bolt & negative terminal from auxiliary battery.
3. The two negative terminals should be Isolated using Isolation boots.
4. Wait a couple of minutes to allow the capacitors to discharge and the modules to reset.
5. After waiting a couple minutes, re-connect the main and auxiliary negative battery terminals. The starter relay stuck condition should no longer be present and the DTCs stored. Clear the DTCs.

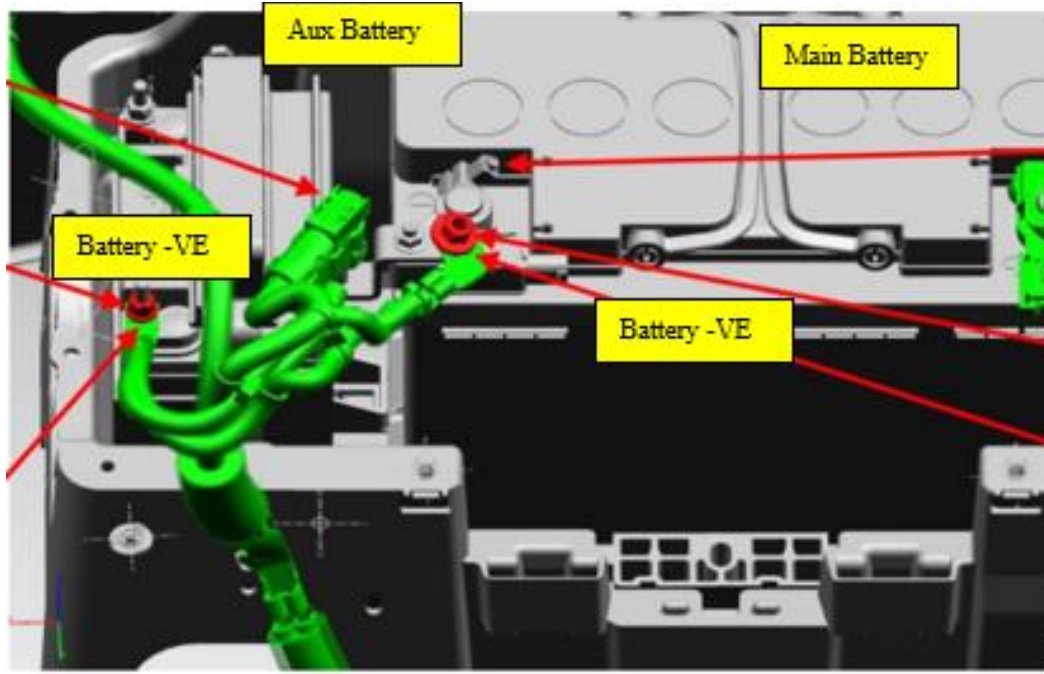
Review The Reference Image On The Page Below

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, eCONTACT or Service Library entry if no solution is found.



STAR ONLINE PUBLICATION



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, eCONTACT or Service Library entry if no solution is found.