



STAR ONLINE PUBLICATION



Case Number: S2308000022

Release Date: February 2023

Symptom/Vehicle Issue: No Start, No Crank, Diagnostic Trouble Codes (DTC) P2504 Charging System Output High

Customer Complaint/Technician Observation: Owner complains the vehicle does not start/crank. Technician observed the vehicle may have set the above DTC and the vehicle is not starting.

Discussion: Inspect the High Current Fuse Array (HCFA) location circuit N1 connection, perform a voltage drop from the battery to PDC and battery to starter to validate the B+ circuit has no voltage drop. Loosen, and retighten the involved connection and torque to specifications as needed. Inspect, clean, and secure all battery negative to chassis and chassis to motor grounds, Fig 1 and 2.

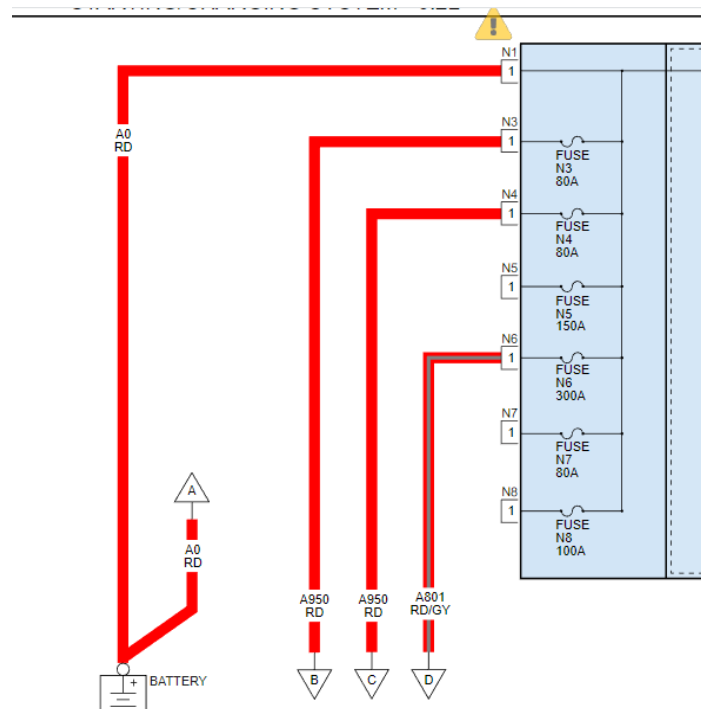


Fig 1

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.

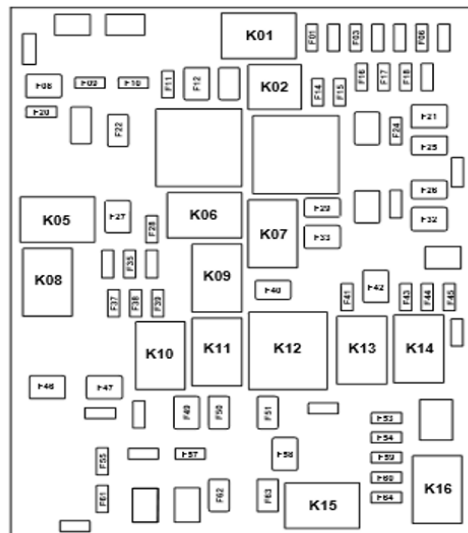
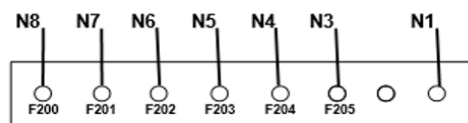
Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



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DESCRIPTION	SPECIFICATION
AUX Power Distribution Center (PDC) to Vertical Post	11 N·m (8 Ft. Lbs.)
B(+) Input to PDC – Eyelet to PDC Stud	8 N·m (71 In. Lbs.)
Electronic Power Steering (EPS) to PDC, Terminal Captured	8 N·m (71 In. Lbs.)
Junction Block to Frame	18 N·m (13 Ft. Lbs.)
Junction Box to Instrument Panel	6 N·m (53 In. Lbs.)
PDC to Battery (+)	11 N·m (8 Ft. Lbs.)
PDC to Cross Beam	8 N·m (71 In. Lbs.)
PDC to Lower Cover	6 N·m (53 In. Lbs.)



Front

Fig 2

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