

## STAR Case

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**Case Number:** S1121000006

**Release Date:** 8/19/2020

### Symptom/Vehicle Issue:

Revision A. No Start No Crank – Starter Will Not Engage And There Are No Related Codes Or Concerns

### Diagnosis:

Turn the ignition key to the START position. If the engine does not crank but a clicking noise can be heard from the starter, install a jumper cable from the battery negative cable to the engine block and attempt to start the engine again. If the engine now cranks perform the following Repair Procedure A. If it still does not crank, perform Repair Procedure B

### Repair Procedure A:

1. Inspect the existing grounds on the engine and Powertrain Control Module (PCM). Are the grounds free of corrosion, making a positive connection, and are secure at their final termination.
  - a. YES >>> Proceed to Step 2
  - b. NO >>> Repair as required and retest.
2. Inspect the Transmission Range Sensor (TRS) connector for signs of moisture, corrosion, and is properly connected. Is the TRS free from moisture, corrosion, and secured properly?
  - a. YES >>> Proceed to Step 3
  - b. NO >>> Repair as required and retest.
3. Install a redundant ground from the battery negative terminal and the transmission bell housing. It is recommended to use an 8 gauge wire or larger.

### Repair Procedure B:

Install a new Transmission Range Sensor. Refer to DealerCONNECT>TechCONNECT>Service Info> 21 - Transmission and Transfer Case>Automatic – Select transmission involved 42RLE or 62TE > Transmission Range>Removal/Installation for additional information.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Center 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 ECCI or eCONTACT ticket if no solution is found**