

A photograph of a male mechanic with a beard, wearing a blue long-sleeved shirt and a black baseball cap, is focused on working on the engine of a car. The car is partially visible, with its hood open. In the background, another car is elevated on a lift. The scene is set in a well-lit garage. A thick yellow diagonal bar runs from the top left towards the bottom right, partially overlapping the image and the text.

***5 Tough Fixes You
Can't Get from
OEM Info Alone:***

Solved by the SureTrack® Community

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5 TOUGH FIXES YOU CAN'T GET FROM OEM INFO ALONE:
SOLVED BY THE SURETRACK® COMMUNITY

Ever been stumped by a vehicle issue that OEM info just can't solve? SureTrack® brings real-world, shop-tested fixes right to your bay. This playbook highlights five commonly referenced SureTrack® Community tips to help you troubleshoot faster, get it right the first time, and keep your customers happy.



What is SureTrack?



SureTrack® is a diagnostic intelligence tool built within ProDemand® auto repair software that combines OEM service information and expert knowledge designed to help technicians get to the fix faster.

Backed by over 3 billion repair records, SureTrack appears within the 1Search™ Plus dashboard, powered by an advanced search engine. It is also available within Snap-on products, including scan tools such as Zeus, Triton-D10, Verus, Modis, and Solus.

The result: faster, more accurate diagnostics and a clear path to the repair – even for the trickiest problems.



The Ultimate Resource: SureTrack Community

SureTrack isn't just a database – it includes a community of techs sharing what actually works on the shop floor. Every SureTrack Community tip is tested in real-world conditions and often includes comments and step-by-step guidance from fellow technicians.



Community members like *ericautomotive*, *Tysmobile1*, *mholland67*, *AddisonsAutoService*, and *eagletireman1* are just some of the contributors whose tips have been proven in the shop.



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Types of SureTrack Resources

Through the 1Search Plus dashboard, SureTrack resources appear alongside OEM information for specific vehicle issues – bridging the gap between “what the manual says” and what actually works in the bay. The OEM content includes information for technical service bulletins, specifications, wiring diagrams, remove & replace procedures, and much more.

REAL FIXES

Access expert-based knowledge from 45+ million field-tested solutions, collected from over 1 billion repair records covering nearly every year, make and model.

TOP REPAIRS

See which procedures are most frequently performed to successfully complete a repair. Quickly determine the most likely fix based on vehicle-specific model, mileage, codes, components and symptoms.

CAUSES & FIXES

Get to the root of the problem, rather than just chasing symptoms. Includes a database of symptoms and diagnostic codes, plus the most likely cause of the issue.

REPAIR 1

2011 Toyota Tundra SR5 5.7L (3UR-FE)

No Communication with the ECM

ISSUE

Engine cranks, starts and dies; check engine light does not come on.

DIAGNOSIS

EFI relay on ECM circuit board was faulty. Prior ECM replacement and harness disconnections did not fix the issue.

FIX

Replaced EFI relay; verified all powers, grounds, CAN wires and fuses; engine starts and runs normally.



TECH NOTES

(mistadave): Another ECM had been tried; all connectors were disconnected to check for shorts. What am I missing? What caused the the ECM to shut down?

COMMUNITY COMMENTS

1akinsautorepair:

Have you verified powers, grounds and CAN wires to the ECM?

mistadave:

Yes, all powers and grounds are present. Engine and trans give me the finger ... Verified check engine lamp by grounding wire at ECM.



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REPAIR 2

2010 Honda Odyssey EX-L 3.5L

A/C Compressor Pop-Off Valve Activated

ISSUE

A/C not cooling;
compressor safety valve
released pressure.

DIAGNOSIS

Blocked condenser
restricting refrigerant flow.
Even a new compressor
did not fix it.

FIX

Replaced condenser,
flushed system, recharged
A/C. Pressures now normal
at all RPMs.



TECH NOTES

(Tysmobile1): Valve popped at 2,000 RPM even though idle pressures were normal (45/150 PSI). High-side sensor confirmed restriction post-condenser.

COMMUNITY COMMENTS

ericsautomotive:

The high-side pressure sensor and service port are after the condenser. Most likely a clogged condenser.

Tysmobile1:

Replaced condenser, re-evacuated & recharged – works perfectly now!

1akinsautorepair – Best Answer (Rated by asker):

Check the 25A EFI No. 1 fuse and 10A IGN fuse, backprobe Blue and Light Green wires for battery voltage, verify Gray wires from EFI relay, ECM grounds, and 5V references. Ensure MIL functions and connections are clean before condemning the ECM.



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REPAIR 3

2013 Chevrolet Trax LT 1.4L

Engine Shuts Down When Cooling Fan Engages

ISSUE

Engine stalls when A/C calls high-speed fan; no DTCs stored.

DIAGNOSIS

Ignition voltage drops to zero during fan operation; traced to failed Power Distribution Center (PDC).

FIX

Replaced PDC; engine and fan operate normally.



TECH NOTES

(SKF Tech): Low/mid fan circuits were open; fan/resistor replacement fixed low/mid speeds but high-speed stalls persisted.

COMMUNITY COMMENTS

ericsautomotive:

Does it stall when you command the fan via scan tool? Suspect high amp draw.

1akinsautorepair:

Does this happen with A/C off and cooling fan comes on? What are pressures doing?

SKF Tech:

Replaced fan/resistor assembly – fan works until high speed is commanded. Voltage drops to 0 briefly when high speed hits – seems like an electrical issue.

ericsautomotive:

Sounds like a PDC issue!

SKF Tech:

Confirmed PDC (fuse block) failure. Replaced with a used unit – problem gone.



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REPAIR 4

2018 Ford Police Interceptor 3.7L

Intermittent Charging System Warnings

ISSUE

Battery light and “Service Charging System” appear intermittently.

DIAGNOSIS

Wiring harness rubbing on exhaust heat shield caused high resistance and intermittent shorts (P0625/P065B codes).

FIX

Repaired harness; voltage stabilized (~14.35V), dash warnings cleared.



TECH NOTES

(AddisonsAutoService): Alternator sometimes under/overcharged; load test confirmed corroded wires caused system default to base charging.

COMMUNITY COMMENTS

deadstar05:

Repair those wires – likely high resistance/intermittent short on GenMon/GenCom circuits; system defaults to base charging.

AddisonsAutoService:

Checked resistance, highest 0.02 ohms. Advised the customer to take it to Ford for software updates, including one for the charging system.

deadstar05:

Measuring resistance only confirms the wire isn't broken. You need a proper load test to verify the circuit doesn't have damage or high loaded resistance. Seeing 0.02 ohms is suspiciously low; normal is 0.3–0.7 ohms.



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REPAIR 5

2020 Chevrolet Silverado 1500 2.7L

Misfires & Engine Damage

ISSUE

Misfires, stalling, sputtering; oil gauge pegged high. Codes: P1400, P246C, U0672, P0016.

DIAGNOSIS

VVT solenoid replaced, crank relearn fails. Borescope revealed metal shavings and damaged Cylinder #1 due to prior maintenance mishaps.

FIX

Replaced engine; truck now runs normally and codes cleared.



TECH NOTES

(AddisonsAutoService): Timing chain jumped a tooth; engine had metal flakes in cylinders from prior oil starvation.

COMMUNITY COMMENTS

Ericautomotive:

Did you check the timing chain via scan tool? P0016 means the PCM sees the engine out of time.

+1: Did you use all timing tools, including locking the flywheel?

mholland67:

Absolutely – with an interference engine, you can't skip the exact procedure or tools. The engine was out of time, and I found metal flakes on the pistons. Turns out a prior botched oil change left it severely under-lubricated, causing damage to the VCT bolt and piston heads. Valves aren't bent, but seals and pistons are compromised.



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Bottom Line: SOLVED

SureTrack blends OEM guidance with what really works in the shop. Through the 1Search Plus dashboard, you get full OEM information – enhanced with real-world, technician-tested solutions from the SureTrack Community.

SURETRACK WILL HELP YOU



***Diagnose faster
and smarter***



***Avoid unnecessary
parts and repeated labor***



***Fix it right the
first time***



***Boost customer
confidence***

Don't just follow the manual – follow what works in the bay. Tap into SureTrack in ProDemand today and bring real-world repair knowledge to every job.





Interested in Learning More?

Call us at **888.724.6742** or request a free, no obligation demo.

GET FREE DEMO

Mitchell 1 provides industry-leading vehicle repair software and services, including vehicle repair information, business management and shop marketing services, to help automotive and commercial truck professionals improve productivity and profitability. The company is a division of Snap-on Incorporated.

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