



STAR ONLINE PUBLICATION



Case Number: S2123000067 Rev A

Release Date: November 2021

Symptom/Vehicle Issue: Vehicle Will Not Crank Battery Drained OR Vehicle Alarm Sounds For No Obvious Reason.

Customer Complaint/Technician Observation: After sitting for many hours or even several days the vehicle may have a drained battery. A high IOD (ignition off draw) maybe measured by DVOM. Condition can be intermittent or hard to duplicate. Customer may also mention they noticed the theft alarm sounding.

Discussion: This case specifically discusses 2 complaints that may be related- dead battery and a possible related symptom of Alarm Sounds. Verify the switch state information below prior to replacing any parts. See Fig 1.

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



2021 JEEP GRAND CHEROKEE 3.6L V6 24V VVT ENGINE UPG I W/ESS
 TC4RJKEG: [REDACTED] 13.00 Volts

PLGM
 Power Liftgate

Flash DTCs **Data** Misc Functions System Tests Actuators Details Configuration

Type: All Record Units: Imperial Filter Selections Graph Selections Add To Vehicle Data Clear Selections 0.75 s Search

PLGM Switch Status 4 items -

| NAME | MIN | VALUE | MAX | UNIT | TYPE |
|---------------------------------|-----|-------|-----|------|---------------|
| Ratchet Fork Bolt Switch Closed | | No | | | Bussed Inputs |
| Pawl Detent Switch Closed | | No | | | Bussed Inputs |
| Gear Position 1 Switch Closed | | No | | | Bussed Inputs |
| Gear Position 2 Switch Closed | | No | | | Bussed Inputs |

Position Sensors 4 items +

Ungrouped Data 26 items -

| NAME | MIN | VALUE | MAX | UNIT | TYPE |
|--------------------|-----|-------|------|------|---------------|
| Battery Voltage | 9.0 | — | 16.0 | V | Bussed Inputs |
| Thermistor Reading | | 46.4 | | °F | Bussed Inputs |

Fig 1
 PLGM Switch Status In Closed Position. Closed = NO.

In the closed (shut) lift gate position the 4 switch states circled above should show closed. Closed = NO. If they do not, replace the PLGM part 68356645AJ (or later). Reference STAR Parts for latest part information. Then verify proper gate operation and switch status

Additional information: The liftgate in closed position with all switches NOT showing NO (closed) can cause the vehicle to electrically wake up, drain the battery. Also, the BCM can react triggering the alarm if the alarm was in the armed state. To confirm the reason for the alarm going off, use WiTECH to navigate to BCM Wake-Up info and view the last requests for the bus to wake up. See Fig 2

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| NAME | MIN | VALUE | MAX | UNIT | TYPE | | | |
|-----------------------|-----|-------|-----|------|---------|--------|--------|--------------------------|
| AMB_LGT_SWC | | --- | | | Sensors | [Menu] | [List] | <input type="checkbox"/> |
| CFT_OPN_CLS_SWC | | --- | | | Sensors | [Menu] | [List] | <input type="checkbox"/> |
| COMFORT_ENBL_MGMT_SWC | | --- | | | Sensors | [Menu] | [List] | <input type="checkbox"/> |
| DFR_SWC | | --- | | | Sensors | [Menu] | [List] | <input type="checkbox"/> |
| DRV_STL_SWC | | --- | | | Sensors | [Menu] | [List] | <input type="checkbox"/> |

Fig 2
BCM Wake-Up Data

Scroll down to find Last Wake Up and Previous Wake Up data. This data can be helpful diagnosing possible draw and alarm issues. Fig 3

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| | | |
|-------------------------|--|-----|
| Vehicle | Current Stay Awake Condition number 9 | --- |
| Selection | Current Stay Awake Condition number 10 | --- |
| Action Items | Current Stay Awake Condition number 11 | --- |
| ECU List | Current Stay Awake Condition number 12 | --- |
| Activities | Current Stay Awake Condition number 13 | --- |
| Guided Diagnostics | Current Stay Awake Condition number 14 | --- |
| Vehicle Preparations | Current Stay Awake Condition number 15 | --- |
| Customer Preferences | Current Stay Awake Condition number 16 | --- |
| Utilities | Current Stay Awake Condition number 17 | --- |
| Flight Recording Viewer | Current Stay Awake Condition number 18 | --- |
| Custom Display | Current Stay Awake Condition number 19 | --- |
| Vehicle Data | Current Stay Awake Condition number 20 | --- |
| Flight Recording | Last Wake Up reason | --- |
| Barcode Reader | Past Wake-up Condition number 1 | --- |
| NVP | Past Wake-up Condition number 2 | --- |
| Analysis | Past Wake-up Condition number 3 | --- |
| Reports | | |
| OBDDII Monitors | | |

Fig 3
Last Wake UP and Past Wake Up data

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| | | |
|-------------|---------------------------------------|-----|
| ▲ | PWndw_SWC | --- |
| | PWR_INV_SWC | --- |
| s | PwrPsngrSeatMgmt_Var1 | --- |
| | REMOTE_START_SWC | --- |
| ▲ | SIM_Skim_Lamp_SWC | --- |
| nostics | STARTER_SWC | --- |
| arations | STOP_LIGHT_SWC | --- |
| ferences | TIP_START_SWC | --- |
| ▲ | UGDO_SWC | --- |
| ding Viewer | VTA_SWC | --- |
| play | Wiper_Washer | --- |
| t | Current Stay Awake Condition number 1 | --- |
| ding | Current Stay Awake Condition number 2 | --- |
| ader | Current Stay Awake Condition number 3 | --- |
| ▲ | | |

Fig 4
Vehicle Theft Alarm data

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