



STAR ONLINE PUBLICATION



Case Number: S2123000067

Release Date: August 2021

Symptom/Vehicle Issue: Vehicle Will Not Crank Battery Drained

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 could also be intermittent or hard to duplicate.

Discussion: There are many possibilities that can cause a drained battery. This case specifically addresses how to test and inspect the Lift Gate Latch. Verify the switch state information below prior to replacing the latch. See Fig 1.

In the closed (shut) lift gate position the 4 switch states shown below should show closed. Closed = NO. If they do not, replace the lift gate latch. Inspect the latch package when it arrives. Good parts will have a green dot on the outside of the package and/or be packaged after 8/13/2021.

Note>> a future WiTECH enhancement will have a “last wake up” data field added to help diagnose intermittent IOD conditions. This field will include what system woke the vehicle communication bus up last.

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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2021 JEEP GRAND CHEROKEE 3.6L V6 24V VVT ENGINE UPG I W/ESS

TC4RJKEG: [REDACTED]

13.00 Volts

PLGM

Switch ECU

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	<input type="checkbox"/>	
Pawl Detent Switch Closed		No			Bussed Inputs	<input type="checkbox"/>	
Gear Position 1 Switch Closed		No			Bussed Inputs	<input type="checkbox"/>	
Gear Position 2 Switch Closed		No			Bussed Inputs	<input type="checkbox"/>	

Position Sensors							4 items
NAME	MIN	VALUE	MAX	UNIT	TYPE		
Battery Voltage	9.0	—	16.0	V	Bussed Inputs	<input type="checkbox"/>	
Thermistor Reading		46.4		°F	Bussed Inputs	<input type="checkbox"/>	

Ungrouped Data							26 items
NAME	MIN	VALUE	MAX	UNIT	TYPE		
Battery Voltage	9.0	—	16.0	V	Bussed Inputs	<input type="checkbox"/>	
Thermistor Reading		46.4		°F	Bussed Inputs	<input type="checkbox"/>	

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

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