



STAR ONLINE PUBLICATION



Case Number: S2223000015

Release Date: March 2022

Symptom/Vehicle Issue: Dead Battery, Cluster Back Lighting Stays On, Ignition Off Draw

Customer Complaint/Technician Observation: Vehicle exhibits one or several of the following- Dead battery, vehicle stays awake, cluster back lighting stays on, high ignition off draw.

Discussion: It is possible the power side step settings may have changed from Auto to Store. Perform the below reset steps.

1. Perform a battery disconnect for 5 minutes to completely power down the vehicle. Perform the validation step below. If validation fails, go to step 2.
2. If step 1 was unsuccessful access the Power Side Step settings in the touch screen. Change the Power Side Step setting from Store to Auto.

Validation: Turn ignition "off". Shut all doors and allow the vehicle to go to sleep. Cluster backlighting should turn off after 2 minutes.

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