Case Number: S2123000067 Rev C

Release Date: May 2022

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 ignition off draw (IOD) may be measured by digital volt ohm meter (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.

Using wiTECH, retrieve the Power Liftgate Module (PLGM) part number.
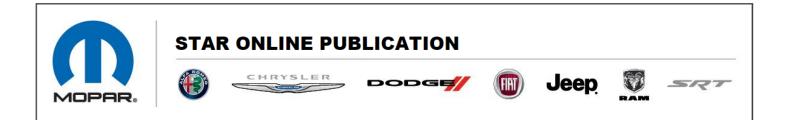
Is the module AJ or later?

Yes>>> Go to "**Additional Information**" section below.

No>>> The PLGM is prior to AJ level and has a verified battery draw and or alarm sounds for no obvious reason. Replace the PLGM with AJ or newer level. After replacement monitor battery draw and review with the below information.

<<<Note>>> Vehicles built after 11/20/21 will have the correct PLGM part (AJ NIK level)

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

Additional Information: Battery draw conditions can happen for many reasons. To aid in diagnosis wiTECH has included "last wake up data". 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

Fig 2
BCM Wake-Up Data

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

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

Fig 3
Last Wake UP and Past Wake Up data

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

wiTECH 2

PWndw_SWC		---
PWR_INV_SWC		---
PwrPsngrSeatMgmt_Var1		---
REMOTE_START_SWC		---
SIM_Skim_Lamp_SWC		---
STARTER_SWC		---
STOP_LIGHT_SWC		---
TIP_START_SWC		---
UGDO_SWC		---
VTA_SWC		---
Wiper_Washer		---
Current Stay Awake Condition number 1		---
Current Stay Awake Condition number 2		---
Current Stay Awake Condition number 3		---

Fig 4
Vehicle Theft Alarm data

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