



STAR ONLINE PUBLICATION



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)

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



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

NAME	MIN	VALUE	MAX	UNIT	TYPE
AMB_LGT_SWC		---			Sensors
CFT_OPN_CLS_SWC		---			Sensors
COMFORT_ENBL_MGMT_SWC		---			Sensors
DFR_SWC		---			Sensors
DRV_STL_SWC		---			Sensors

Fig 2
BCM Wake-Up Data

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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

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		
OBDII 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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