## Case Number: S228A000030 – REV. A

**Release Date:** September 2022

**Symptom/Vehicle Issue:** Battery Drain, Radio Or Cluster Will Not Shut Off After Engine Off

**Customer Complaint/Technician Observation:** Dealer may notice the cluster, radio display, PRNDL, or Integrated Center Stack (ICS) remains on after engine is off. There may be a constant battery draw from the radio. The Radio may show an offline state with the wiTECH tool. Radio is at software level S26.15.

**Discussion:** Dealer may notice a battery drain overnight due to the radio remaining on after the engine is shut off. When a wiTECH tool was plugged into the vehicle the radio will appear offline, RED in wiTECH. Or the radio may be ORANGE in wiTECH topology.

The issue appeared after connecting a wiTECH Mopar diagnostic tool to the vehicle to clear Diagnostic Trouble Codes (DTC)s or removing the vehicle from Ship Mode and performing PDI.

Currently a wiTECH solution has been confirmed to stop inducing the issue and released on 9/29/22. For any vehicle already experiencing the issue, the dealer needs to do a radio reset, and this will correct this issue.

1. With engine running, press and hold power button to reset the radio and wait until the Splash/Disclaimer screen is shown on the radio screen. This will reset the radio and clear the issue. This may take up to 10 seconds.

2. Turn the engine off.

**Do Not replace radio, display, Security Gateway Module (SGW) or cluster** for this issue.
A radio enhancement is expected mid October as a permanent solution.

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