



STAR ONLINE PUBLICATION



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.

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