

Case Number: S2123000067 Rev B

Release Date: April 2021

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?

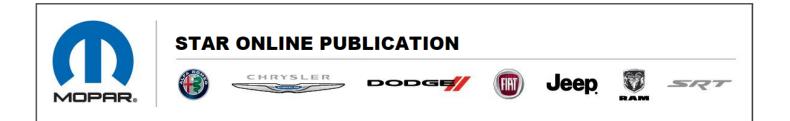
Yes>>> Go to "Additional Information" section below.

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

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.



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

		T8554EW	🏦 Create JIRA]
Vehicle	BCM			Switc	h ECU 🔻
Action Items	Body Controller Flash DTCs Data Misc Functions System Tests Actuators Details Configuration				
Activities	🍸 Type: All 🔻 🖲 Record 🛕 Units: Imperial 👻 🍸 Filter Selections 🔛 Graph Selections 🔚 Add To Vehicle Data 👌 Clear Selection	s 😻 0.75 s	Search		
 Guided Diagnostics Vehicle Preparations 	IBS Data			13 iten	ns 🕂
Lustomer Preferences	IMMOBILIZER DATA			7 iten	
Utilities ▲	Input Connectors Actuator Data			64 iten 49 iten	
}≣ Custom Display	Wake-up Data			77 iten	
I≡ Vehicle Data	NAME MIN VALUE MAX UNIT	TYPE			
Barcode Reader	AMB_LGT_SWC	Sens			
NVP	CFT_OPN_CLS_SWC COMFORT_ENBL_MGMT_SWC	Sens			
Analysis Reports	DFR_SWC	Sens	ors 🔳	•	
OBDII Monitors	DRV_STL_SWC	Sens			
🗏 🔎 🗏 🌖			へ (1)		12/2021

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

/ehicle	Current Stay Awake Condition number 9	
Selection	Current Stay Awake Condition number 10	
Action Items	Current Stay Awake Condition number 11	
E 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 Customer Preferences 	Current Stay Awake Condition number 15	
Jtilities	Current Stay Awake Condition number 16	
 Flight Recording Viewer 	Current Stay Awake Condition number 17	
Custom Display	Current Stay Awake Condition number 18	
Vehicle Data	Current Stay Awake Condition number 19	
 Flight Recording 	Current Stay Awake Condition number 20	
Barcode Reader	Last Wake Up reason	
NVP	Past Wake-up Condition number 1	
Analysis 🔺	Past Wake-up Condition number 2	
Reports OBDII Monitors	Past Wake-up Condition number 3	

Fig 3 Last Wake UP and Past Wake Up data

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wITECH 2

	PWndw_SWC	
	PWR_INV_SWC	
s	PwrPsngrSeatMgmt_Var1	
	REMOTE_START_SWC	
A	SIM_Skim_Lamp_SWC	
nostics	STARTER_SWC	
references	STOP_LIGHT_SWC	
	TIP_START_SWC	
ding Viewer	UGDO_SWC	
olay	VTA_SWC	
1	Wiper_Washer	
ding	Current Stay Awake Condition number 1	
ader	Current Stay Awake Condition number 2	
	Current Stay Awake Condition number 3	
A		

Fig 4 Vehicle Theft Alarm data

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