



## STAR ONLINE PUBLICATION



**Case Number:** S2208000152 Rev. C

**Release Date:** December 2022

**Symptom/Vehicle Issue:** Alarm Intermittently Goes Off While Parked, False Alarm Complaints

**Customer Complaint/Technician Observation:** Owner complains the vehicle is parked and the security alarm goes off for no reason. Technician may or may not be able to duplicate, no Diagnostic Trouble Codes (DTC's) are setting.

**Discussion:** Vehicle is equipped with the premium security system, sales code LSD (Deluxe Security System).

The system uses an Intrusion Transceiver Module (ITM) and ultrasonic sensor to monitor the vehicles movement or interior motion by people, pets, hanging mirror objects or any inside vehicle movements that can be sensed, including wind gusts through an open window or a sunroof. The windows and sunroof should be closed and moving objects should not be left in the vehicle when the intrusion detection system is armed; otherwise, false alarms may occur.

Engineering is currently investigating and testing complaints of false alarms which have a defined trigger recorded as (TILT). Do not replace any components at this time for this specific (TILT) trigger; replacement parts will perform the same. A service software update is estimated for release by mid 1<sup>st</sup> quarter 2023.

**NOTE:** If needed, the security system can be disabled by the owner, to disable, push the lock button on the key fob three times within 15 seconds of arming the system (Vehicle Security Light is flashing rapidly during this stage). The vehicle will remain locked, but it will disable the ITM alarm for that ignition off park period (this disarm method must be repeated during the locking process; this change is not latching).

If the owner requests a latching change specific for the (TILT) false trigger, open a STAR Case with the owners' request for assistance to deactivate the (TILT) only feature and reference this STAR Online Publication number. STAR will engage the Field Technical Support (FTS) Electrical team for the procedure that will require the use of the Chrysler Diagnostic Application (CDA) tool support.

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, eCONTACT or Service Library entry if no solution is found.**