



## STAR ONLINE PUBLICATION



**Case Number: S2308000069 Rev. A**

**Release Date:** June 2023

**Symptom/Vehicle Issue:** Low Battery State of Charge (SOC), Rear Window Defroster and Heated Mirrors Inoperative

**Customer Complaint/Technician Observation:** Owner complains that the rear window defroster and the heated mirrors are not operating. Technician observed the above components inoperative with no Diagnostic Trouble Codes (DTCs).

**Discussion:** Use the scan tool to view the current Intelligent Battery Sensor-State of Charge (IBS-SOC), see OBDII Monitors >select OBDII Folder >IBS SOC percent.

IBS values below 65% SOC can contribute to inhibited operation of the heated rear window and heated side view mirrors to preserve battery capacity for normal vehicle operations. Do not replace the IBS for readings of a low battery SOC. Verify all connections at the IBS are secure. Use an available battery charger to properly charge the battery if needed.

**Perform 3** repeat ignition cycles to allow correct initialization of the IBS to complete:

Ignition OFF - Ignition ON – Start Engine (drive not required) - Ignition OFF.

Lock the vehicle with the keyless remote control and wait at least 4 hours in deep BUS sleep mode so that the IBS can complete the calibration. Test drive to confirm proper operations of the heated systems above once the SOC of the battery is above 67% with the IBS reset.

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**



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NAME	VALUE	UNITS
Intelligent Battery Sensor (IBS) State of Charge	55.0	%
Battery (IBS) SOF V Allow Stop/Start	True	

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