

Technical Service Bulletin (TSB)
Battery No Start, Jump Start, Tow-In Complaints

REFERENCE:	TSB: 08-216-23 REV. A GROUP: 08 - Electrical	Date:	October 21, 2023	REVISION:	08-216-23
VEHICLES AFFECTED:	**2022** - 2024 (WS) Grand Wagoneer/Wagoneer			MARKET APPLICABILITY:	
				<input checked="" type="checkbox"/> NA	<input type="checkbox"/> CH
				<input type="checkbox"/> EE	<input type="checkbox"/> IAP
				<input type="checkbox"/> SA	<input type="checkbox"/> MEA
CUSTOMER SYMPTOM:	Customers may experience one or more of the following:				
	<ul style="list-style-type: none"> • No start, jump start or tow-ins. • Engine Stop Start (ESS) is inoperable. 				
CAUSE:	Ignition Off-Draw (IOD) issue.				

This bulletin supersedes Technical Service Bulletin (TSB) 08-216-23, date of issue September 09, 2023, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include an additional model year.

CAUTION! Aftermarket components will have an adverse effect on the electrical system. Before testing, inspect the vehicle for and remove any aftermarket electrical components, including anything plugged into or wired into the Data Link Connector (DLC).

DISCUSSION:

For WS vehicles with any low battery concern it is required to perform proper IOD testing to root cause the source of the battery drain prior to battery replacement. To assist with that, we want to highlight LOP 08-08-01-9E.

When there is a low battery concern being diagnosed, the first step is to perform an IOD Test, outlined in Service Library 29 Non-DTC Diagnostics/Circuit Testing Procedures/Standard Procedures.

Recording the following information is crucial while performing your testing; and will be a required portion to be recorded in your 3 C's:

- Battery State of Charge (SOC) and Voltage Scan information from wiTECH.
- Scan the vehicle for Diagnostic Trouble Codes (DTCs), delete all DTCs, record which DTCs return.
- List any aftermarket components attached to this vehicle. Remove any aftermarket electronic components.
- Allow the vehicle to sleep for 90 min then perform an IOD test on the system, looking for a maximum of 30 mA, 15mA +/- 5mA is preferred.

NOTE: For Grand Wagoneer, proximity wakeup needs to be disabled prior to IOD test.

- Address any issues found during IOD testing.
- After all vehicle issues have been addressed, use the Maximus or GR8 (if Maximus is not available) battery tester to test and recharge the battery. Specific directions can be found in Service Library 08 – Electrical / 8F – Engine Systems / Battery System / Diagnosis and Testing.
- If the vehicle is equipped with a Main and Auxiliary Battery, then test both.

NOTE: For all batteries that have been deemed to need replacement a NEW Warranty LOP has been created. For Wagoneer/Grand Wagoneer Battery Replacements use Warranty LOP 08-08-01-WS.

POLICY:

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