



STAR ONLINE PUBLICATION



Case Number: S2308000018

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Symptom/Vehicle Issue: Battery Drain, No Start, Cluster Remains on After Ignition is Turned Off

Customer Complaint/Technician Observation: Owner complains the vehicle does not start/crank, and/or instrument cluster lights remain illuminated when ignition is turned off. Technician observed the battery is discharged and after charging the battery has identified the instrument cluster remains illuminated when the vehicle is turned off. Vehicle may or may not have Diagnostic Trouble Codes (DTCs).

Discussion: Engineering is investigating an unexpected response from the Electronic Shift Module (ESM) that is keeping the BUS from entering a full sleep mode keeping the cluster awake. Do not replace any parts for this concern, current parts will respond in a similar manner.

Disconnect and reconnect Fuse 94 in the front Power Distribution Center (PDC) to validate if the power down of the ESM allows the BUS and cluster to enter a full sleep cycle after the next key cycle. If the power down does resolve the concern, inspect for any aftermarket equipment, and document any added service performed on the vehicle. The field will be notified when a service update becomes available. If further assistance is required beyond normal service diagnostics please contact STAR for added support needs.

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