



STAR ONLINE PUBLICATION



Case Number: S2508000015

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Symptom/Vehicle Issue: Vehicle is Not Starting After a Recent Jump Start has Been Performed, Service Requiring Charging to a 12Volt Battery to Avoid Damage to the Integrated Dual Charge Module (IDCM)

Customer Complaint/Technician Observation: The owner explains that after a jump start, the vehicle is no longer starting. The technician observed the vehicle is setting Diagnostic Trouble Code (DTC) U12AF Loss of Communication with the IDCM.

Repair Procedure: If the Hybrid Control Processor (HCP) is setting U12AF after a jump start, confirm there are no loss of main power and or ground or BUS circuit issues at the IDCM. If no circuit issues have been located, a replacement IDCM may be required.

To prevent damage to the IDCM follow the below 12V battery charging procedure.

Discharged 12-Volt batteries on PHEV/BEV – Charging Process to Avoid Damaging the IDCM

Charging a completely Discharged 12-Volt Battery on PHEV/BEV.

When a 12-Volt battery is completely discharged on a Stellantis PHEV or BEV vehicle we should be using the procedure found in service library related to the 12-Volt battery charging. Unless this procedure is properly followed, a good battery may be needlessly replaced. The charging rate of a battery depends on the battery temperature and the amount the battery has been depleted. Batteries at warmer temperature 32 degrees or above will accept a higher charge rate than those with a lower temperature.

1. Measure the battery voltage at the battery posts with a voltmeter for accurate battery voltages. Batteries below 10-Volts can be considered extremely discharged.
2. Disconnect and isolate the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector FIRST before disconnecting the negative battery cable.
3. Charge a battery based on the battery temperature and the depleted state of charge.

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.



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Charging a 12-Volt depleted battery on a PHEV/BEV vehicle is dependent on the ground cable being disconnected as described in step 2. If the ground cable is not disconnected as detailed, damage to the IDCM may occur.

4. See Service Library (SL) for complete 12V battery service and charging needs. 08 - Electrical / 8F - Engine Systems / Battery System / Standard Procedure)

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