



STAR ONLINE PUBLICATION



Case Number: S2508000008 REV. B

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Symptom/Vehicle Issue: Battery Drained, Ignition Off Draw (IOD), Cluster Display Goes Off and On, and/or Door Lock Indicator Lamps Stay Illuminated

Customer Complaint/Technician Observation: The customer complains the vehicles battery is dead and vehicle will not start. The owner and technician may have observed the cluster staying awake after leaving the vehicle, keeping the BUS active, in some cases clicking noises can be heard from the rear of the vehicle.

Repair Procedure: Do not replace the RFH (radio frequency hub) or BCM (body control module) physical parts. Vehicles with LNR sales code (Proximity Approach Lighting) can be tested by disabling the feature in the radio settings menu – if no battery drain once off, await the RFHUB software update.

If the drain continues, disable the Rear Seat Reminder feature in the radio settings menu if no drain, leave off until a BCM software update is available.

If there is still a drain with the above off, use the wiTECH to access the BCM configuration folder. View the Lock indicator Timeout, the seconds displayed should be 90 seconds. If the seconds displayed are higher, the vehicle will require the service tool procedure to perform the restore vehicle configuration. Once the vehicle restoration has completed, the reading should be reviewed one more time and displaying 90 seconds, thus confirming the update has changed the setting.

For vehicles that continue with a battery drain after completing the above, further diagnosis for other Ignition Off Draw (IOD) issues will be required. Once complete, check for low battery conditions and recharge the battery as needed before returning the vehicle to customer.

Deceleration_OFF	---	m/s2
Reserved	---	
LockIndicatorTimeout	---	sec
Washer Fluid Level Sense Input Present	---	

DO NOT REPLACE PARTS BCM or RFHUB FOR THE ABOVE ISSUES, THE CONDITIONS WILL NOT CHANGE WITHOUT THE REQUIRED UPDATES:

BCM: 68608712AE , 68608382AC/AD

RFHUB: 68679896AA , 68663465AC

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Center 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.