



## STAR ONLINE PUBLICATION



**Case Number:** S228A000028 – Rev. A

**Release Date:** February 2023

**Symptom/Vehicle Issue:** Radio Remained On After Ignition Is Switched Off, Dead Battery From Excessive Radio Current Draw

**Customer Complaint/Technician Observation:** Customer may report battery dead or radio stayed on after ignition is switched off. Technician may not be able to replicate radio remaining on issue.

### Discussion:

After ignition off, any module active on the CAN bus will lead to radio or cluster staying on. Excessive current draw may lead to battery drain.

A device connected to media hub, an active wireless connectivity phone call, or button stuck on overhead console, steering wheel control, windows, tailgate, Integrated Center Stack (ICS) or a defective ECU may cause battery drain. Below are some recommendations when diagnosing a battery drain concern.

- Please verify customer's concerns.
- Look for Key Off Options/Engine Off Accessory Delay Options in radio and set all features to 0 minutes or OFF.
- Take a scan report and configuration report, fix related active or stored Diagnostic Trouble Code (DTC) issues per service diagnosis procedures in Service Library.
- Check vehicle configuration / PROXI if any module has been replaced before.
- Turn the vehicle ignition off, open then close the driver door, wait for 5 minutes. Check if the radio, cluster and media hub back lighting shut off.
- **Wait for 1 hour** for radio and other modules to go to sleep before checking for excessive current draw.
- If no other issue is observed and radio is suspected for excessive current, pull the radio fuse to verify radio is source of draw and allow other modules to go sleep.

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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- VP4R radio Ignition Off Draw (IOD) current is between 1ma to 20ma.

**Please note:** VP4R radio may need up to 1 hour to fully go to sleep, enter what is known as “polling” mode or sleep mode. Any door opening, hood opening, keys within 25 feet of vehicle or handle touching will wake up the bus and possibly radio. You will need to wait another 1 hour to get radio into sleep mode.

**DO NOT Replace the radio** unless verified excessive current draw is from radio.

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