STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Dead Battery Appears To Be Caused By Radio, Excessive Current Draw

Customer Complaint/Technician Observation: Radio remains on after ignition off, or the radio/hub shows a current draw.

Discussion:

When testing the R1Low radios for the possibility of excessive draw, technicians shouldn't be testing current draw until the vehicle doors are closed and locked and wait 60 mins to allow USB hub and radio go to sleep.

The USB hub can remain on for 60 minutes to charge devices in the vehicle.
Ignition Off Draw (IOD) testing should be conducted after the 60 minutes are up.

Note: Do not replace radio or media hub. The radio will completely go to sleep after ignition off and a door lock. If the vehicle is off for less than 8 days, the system configuration, running apps, current audio mode are stored in the radio to retain data in a very low power state. Nothing significant for a current draw.

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.