STAR ONLINE PUBLICATION

Case Number: S2408000010 Rev. B

Release Date: February 2024

Symptom/Vehicle Issue: Dead Battery/Battery Drain Shortly After New Vehicle Delivery With Connected Services Activated

Discussion: The customer may have their vehicle towed in or complain of a dead battery that required a jump start. The technician may also observe that the vehicles 12 volt battery charge has been depleted. This may have been caused by a Connected Services feature called Emergency Vehicle Alert System (EVAS) repeatedly waking up the vehicle.

EVAS is a feature that notifies you through a radio popup message that there are emergency vehicles in your proximity. This feature was implemented to assist customers with hearing or visual impairments.

EVAS has been temporarily disabled to prevent repeat battery drains.

Diagnosis: Start by using the Maximus battery charger to fully charge the vehicle battery and then test the battery. If required, replace the battery as necessary following the standard warranty process. Using standard diagnostics, check the vehicle for an ignition off draw (IOD) after allowing the vehicle to go to sleep. The IOD draw should not exceed 30 mA (0.030 ampere). If exceeds 30 mA refer to **Repair** below.

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

Repair: Disconnect the 12V main battery (and auxiliary battery if equipped) for 15 minutes. This will reset the Telematics Box Module (TBM) and now with the EVAS service disabled, the draw should not reoccur.

Note: If the vehicle came in with a severely low battery charge, a draw may no longer be present since Stellantis has now disabled EVAS and a reset of the TBM occurred inadvertently.

Reconnect the battery and check again for an IOD above 30 mA. If there is still a draw the issue described is not the root cause. Continue with normal IOD diagnostics.

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