



STAR ONLINE PUBLICATION



Case Number: S2408000068

Release Date: June 2024

Symptom/Vehicle Issue: Multiple Modules Setting Low Battery Voltage, Instrument Panel Cluster (IPC) Setting B210A-00 System Voltage Low

Technician Observation: The technician was servicing the vehicle for a low battery condition and multiple modules that set low battery faults. The IPC set B210A-00 System Low Voltage but was not operating correctly after charging the battery.

- When the IPC detects the system voltage is below 10.0 volts for greater than 15 seconds or for extended periods
- A charging system warning light may illuminate depending on the fault conditions.

Repair Procedure: All Diagnostic Trouble Codes (DTCs) should be cleared, and the IPC reset before any further service procedures or replacement.

Using the scan tool clear all DTCs, if the only DTC logged against the cluster was for the low battery voltage, reset the IPC with the scan tool.

1) Charge the Battery

2) With a fully charged battery attempt a reset ECU of the IPC with scan tool under Guided Diagnostics > Reset ECU > IPC

If the IPC still does not power up or have full operation, use the following steps:

- Disconnect the battery.
- Reconnect the battery.

3) Module replacement will be required if the following steps do not wake up the IPC.

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.