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Coding Information

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Title: Power Windows randomly stop

Applies To: Multiplexed Power Windows

DESCRIPTION

Windows randomly stop moving. This issue is caused by the doorpod not receiving a message from BC in time. The doorpods then go to sleep for 1 to 5 seconds.

SYMPTOMS

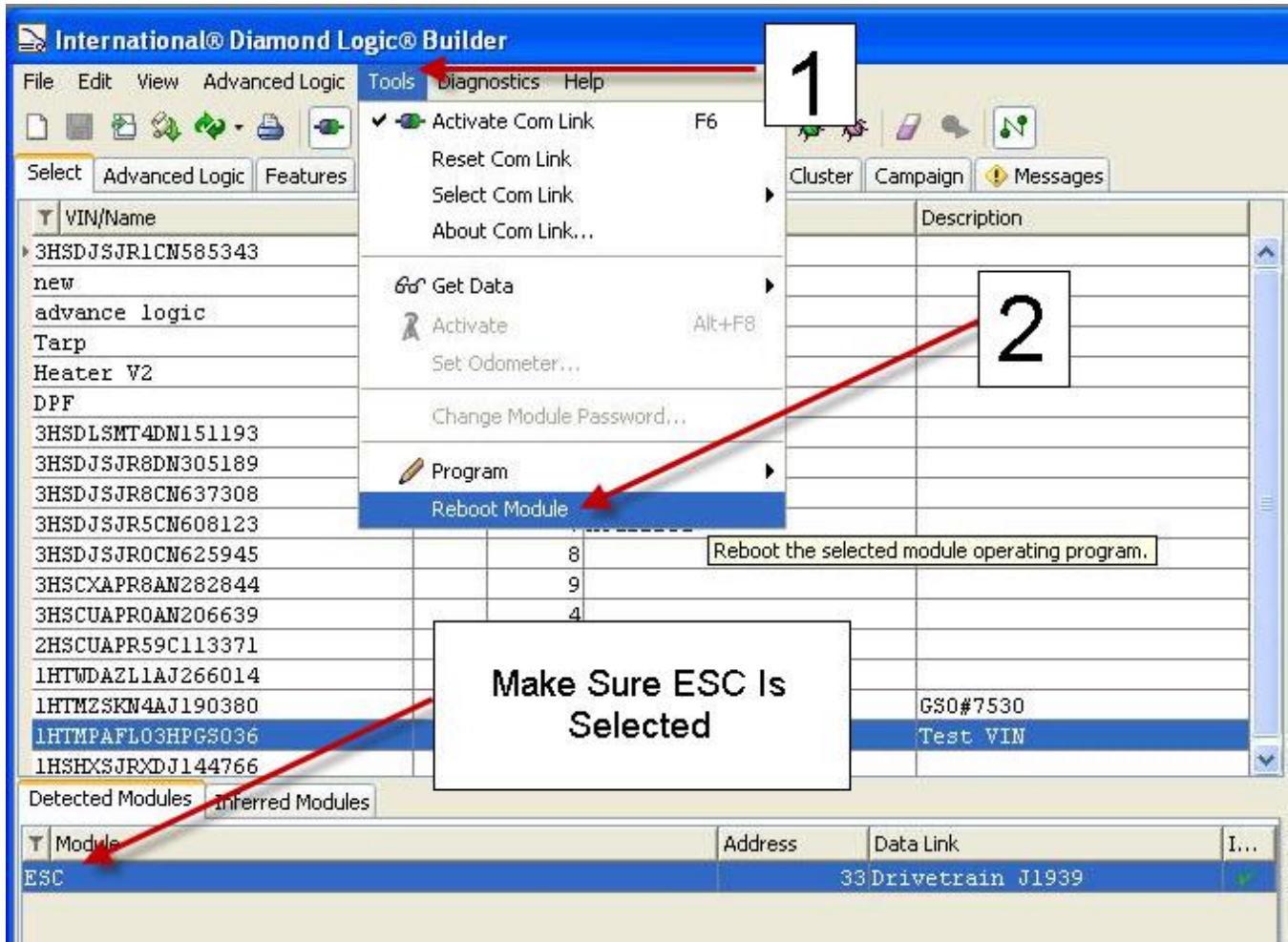
- When the window stops moving the button may be pressed again and window operation will resume.
- Power locks may also be inoperative.

RESOLUTION

If you have a unit with the above condition, **DO NOT REPLACE THE BODY CONTROLLER OR THE DOOR PODS!! DO NOT PROGRAM THE BODY CONTROLLER!!!** A potential software issue is under investigation. This document will be updated with the final resolution.

TEMPORARY FIELD REPAIR

For the time being, if you receive a vehicle with this complaint, please reboot the body controller using DLB and recheck operation. If the vehicle is now working correctly, then return the vehicle to the customer. This will not repair the vehicle, but will reset the system. Engineering is working on the resolution. Also, please refrain from opening a case file if this resolves the issue.



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