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Coding Information

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Title: Power Windows Stop Randomly or are Inoperative, Power Door Locks are inoperative

Applies To: TerraStar, DuraStar, WorkStar, TransStar, ProStar, LoneStar

DESCRIPTION

This article provides initial diagnostics for power door lock/power window issues:

NOTE:

If you have a unit with the windows stuck, and the BC is @ or above kernel 240 please stop performing any diagnostics. Find out if the customer will be able to leave the unit at your location for the next 48hours. If the customer is willing wait, and the BC kernel is @ or above 240 start an iApprove case file right away. Put in the case file description section the following statement:

BC IS AT OR ABOVE 240, WINDOWS ARE INOP, CUSTOMER IS WILLING TO WAIT FOR THE NEXT 48 HOURS.

We have reports of failures above kernel 240 but we are not able to duplicate during testing. We need your help to identify one of these units for testing. Also, if you know of any units that are above kernel 240 and continue to experience window issues, please, start a case file so we can work together to try and investigate.

TRIAGE:

- Check to see if body controller is at or above kernel 240. If not, submit iApprove case file for BC programming. If the body controller is already at or above kernel 240 check and record DTCs in body controller, specifically ones related to door locks or windows or J1708 datalink

Customer Questionnaire:

- Can you explain when the vehicle experiences the problem? For instance, key on engine

- off, key on engine running or both?
- Did the problem just start or has it been getting worse over time?
- Has any work been performed recently such as body controller software update?
- Has the vehicle been in for the same problem before?

SYMPTOMS

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

POSSIBLE CAUSES

- Window Door tracks may need to be lubricated
- Body controller software update needed if kernel is prior to 240
- Wiring Issue

RESOLUTION

If you have a unit with the above condition **DO NOT REPLACE THE BODY CONTROLLER OR THE DOOR PODS!!**

If the VIN requires AFC 13904 or 13905 an iApprove case file is not necessary for BC programming approval. Perform the AFC and the BC will be updated to kernel 240 or higher. Both 13904 and 13905 have labor operations for the BC programming.

If the VIN does not fall into either of the above AFC's, and the BC is below kernel 240, you will need an iApprove case file to approve BC programming. Clearly state in the description section of the case file the customer complaint.

If Body controller software is at kernel 240 or higher and the problem is still present, further troubleshooting is necessary. Open a casefile for assistance. Do not unplug Door Pods prior to opening the case file.

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