

SB-10052502-8937



Countries: CANADA, UNITED STATES, PUERTO RICO
Availability: ISIS, FleetSIS
Major System: ELECTRICAL SYSTEM
Current Language: English
Other Languages: NONE
Viewed: 3959

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Author: David Horner

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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

CHANGE LOG

Please refer to the change log text box below for recent changes to this article:

6/24/2015 - Author updated for feedback purposes.

DESCRIPTION

This article provides initial diagnostics for power door lock/power window issues: Understanding the exact symptom(S) is critical to fast and efficient repair.

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.
- Door pod backlighting may be inoperative

DTCs

Source Address 236	2236	Module Comm.	BC	FMI=9-ABNORMAL UPDATE RATE	Driver Door Pod Data Link Comm. Failure
Source Address 237	2237	Module Comm.	BC	FMI=9-ABNORMAL UPDATE RATE	Passenger Door Pod Data Link Comm. Failure

POSSIBLE CAUSES

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

Diagnostics

Verify the below conditions:

1) Confirm the body controller kernel is at 240 or above

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 AFC's 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 program the BC.

Clearly state in the description section of the case file the customer complaint.

2) Power, Ground, and 1708 voltage to the door pod(s) and outputs from the pod to the window motor and door locks**[Window and Door Lock Circuit Diagram](#)****3) Door Hardware isn't binding causing excessive amp draw**

If you have verified all of the above conditions DO NOT REPLACE THE BODY CONTROLLER, WINDOW MOTOR(S) OR THE DOOR PODS!! Unplug the suspect door pod, this will reset the door pod. Plug back in and check the door pod operation. If the door pod operates return the unit back to the customer.

Open a casefile for assistance if none of the above troubleshooting steps solves the issue. Please ensure all diagnostic steps taken are available for review.

Hide Details		Feedback Information	
		Viewed: 3958	
		Helpful: 43	
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Staff ID	Client ID	Comments	Created Date
	DY08955	You received the following feedback From: dy08955 - David Gabrielle Email Address: gabe396@aol.com Job Classification: SE008, Service Technician Dealer: TRUCK KING INTL IDEALEAS Feedback: 1. It is stated: Window Door tracks may need to be lubricated. What is the recommended lubricant to used? 2. It is stated: 3) Door Hardware isn't binding causing excessive amp draw. Should this read: Door Hardware is binding causing excessive amp draw?	6/29/2015 6:10:39 AM