

STAR ONLINE PUBLICATION

Case Number: S1908000212

Release Date: 3/17/2020

Symptom/Vehicle Issue: High Beams Are Inop, Shutter Door On High Beams Open And Then Close In Cold Ambient Temperatures. DTC B1632-11 And B1636-11 Set

Discussion: The customer may complain that the high beams do not operate. This is most prevalent in colder ambient temperatures, typically below 0°F. DTC B1632-11 and B1636-11 for the Left or Right “High Beam Control Circuit Short To Ground” will be set in the BCM.

The BCM detects a short to ground due to the extra force and amperage that is required to move the high beam shutter in lower ambient temperatures.

Repair: Replacement of the Headlights, BCM, or any other components will not resolve the customer concern. A service resolution is currently being developed. 2011-2019 Model Year vehicles will require a jumper wiring kit. While 2020 Model Year vehicles will be provided a BCM software update. Both of these resolution are expected near the end of Q2 2020.

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