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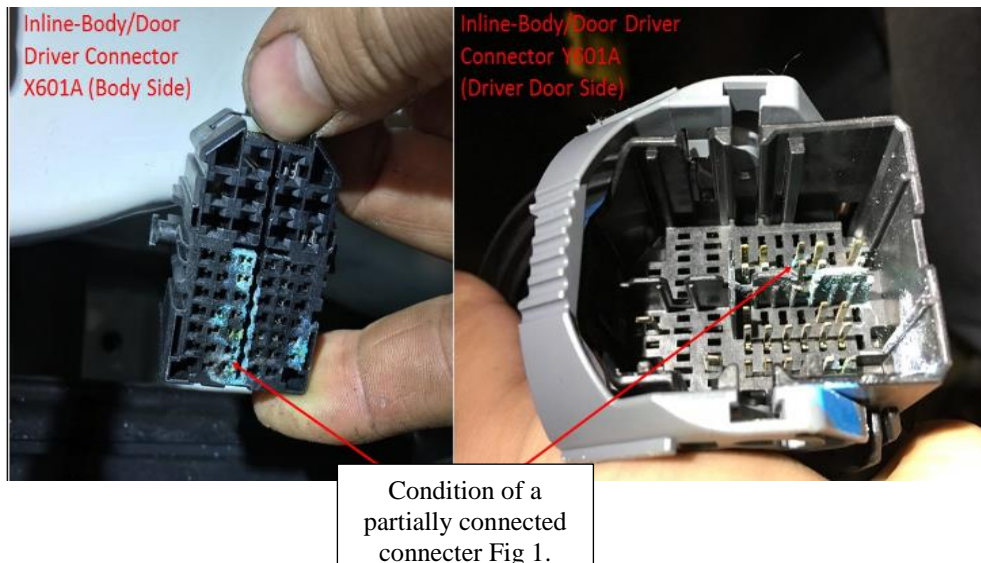
Case Number: S180800031 REV. A

Release Date: 10/16/2020

Symptom/Vehicle Issue: Power Windows, Door Locks, Mirrors, Operate Intermittently, Driver Door Ajar Warning Lamp On, Stop Start Feature Disabled

Diagnosis: Customer brought the vehicle in with multiple concerns. Both rear windows will roll down intermittently on their own, Driver Door Ajar Warning Message displays while driving, Start-Stop feature stops operating intermittently, passive entry, LIN bus, window lockout switch, door locks, mirror operation, speaker issues, and door ambient lamp concerns.

Repair Procedure: DTCs setting may be active or stored. B18B7-24 (Master Switch-Rear left window switch-signal stuck high), B25C9 (Driver Door Ajar Switch 2 Stuck Closed), B180F-15 (Driver Door Ajar-Circuit Short to Battery or Open), and B18CF-15 (Secondary Driver Door Ajar-Circuit Short to Battery or Open). Inspect the driver door/body harness grommets and connector for corrosion. Align grommet for proper sealing, clean and secure connector to complete Fig 1, 2, 3.

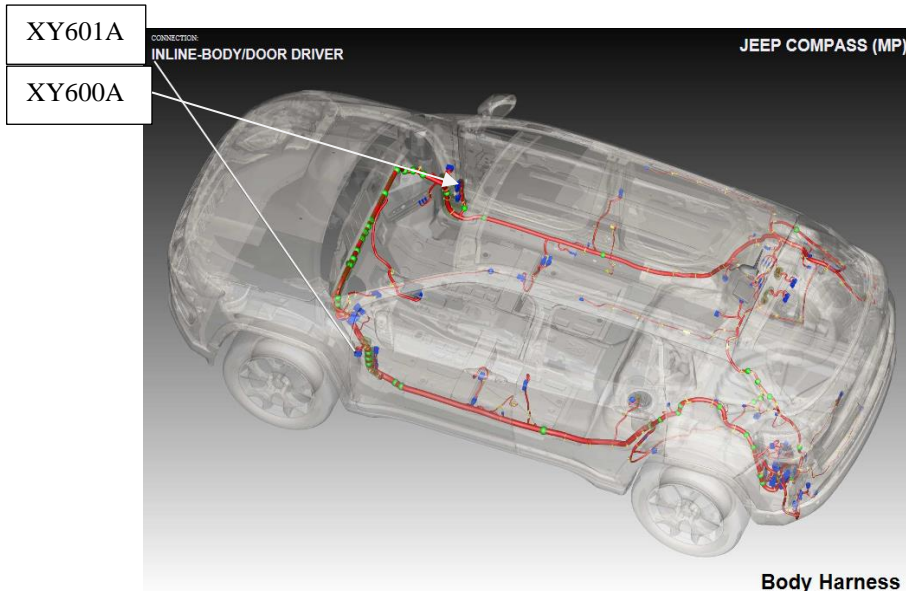


This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. 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

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Driver or Passenger side may require inspection.



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Fig 2, location



Fig 3, Inspect the grommet sealing surround and align as needed.

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