



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Driver Or Passenger Power Windows Do Not Go Up Or Down

Customer Complaint/ Technician Observation: Owners may complain that the Driver and or Passenger Windows are inoperative. Technician observed the vehicle is setting DTC's B18BA-12 - Window Control - Circuit Short to Battery, B18BA-13 - Window Control - Circuit Open as stored or active.

Repair Procedure: If the window (s) are inoperative with one of the above DTC's setting as active, AND the vehicle has a build date between 8/20/2020 - 11/28/2020 replace the DDM or PDM and retest the operation. If the DTC's are not active or out of the build range, continue to use the published diagnostic test to complete the needed vehicle repairs.

NOTE: The BCM, SBMD, SBMP, Window Regulator, and/or wiring should not be replaced if the DTC's are active and the vehicle is built within the suspect date range.

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