



## STAR ONLINE PUBLICATION



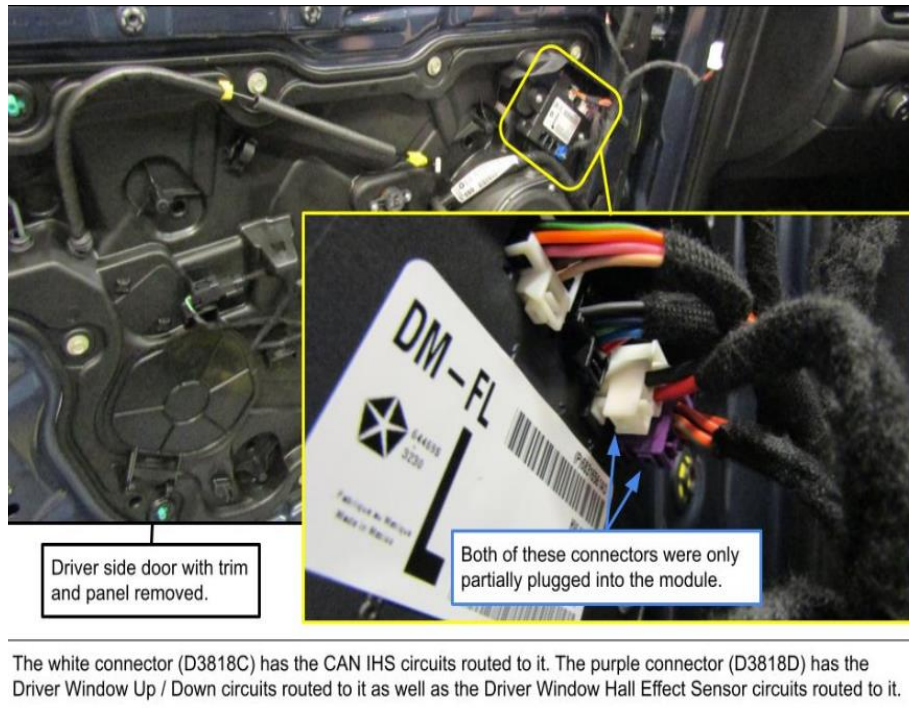
**Case Number:** S2108000054

**Release Date:** 02/24/2021

**Symptom/Vehicle Issue:** Power Driver Window Auto Up And Down Feature Does Not Operate

**Customer Complaint/Technician Observation:** Owner complains the driver side power window switch has to be depressed multiple times to close and or open the window (window moves ¼ distance each apply). Technician observed the window operation as described and located a DTC B25B0-31 - Window Position Sensor - No Signal

**Discussion:** Remove the driver door panel and inspect and secure connectors at the door module and the driver window motor. Partially engaged connectors can contribute to this condition. Secure all connections, calibrate the window per service information pg 2 and test the operation, no added parts required.



**Pg 1**

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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**NOTE:** This procedure must be performed anytime the power window system has been serviced in either front door or when there is a possible concern with a door module calibration.

The battery must be fully charged or the vehicle running before proceeding with the learn procedure.

All doors must be completely closed before proceeding.

It is suggested to sit inside the vehicle in the driver seat and close the door

**To relearn the door module memory after module replacement, perform the following procedure:**

1. Check and repair any door module Diagnostic Trouble Codes (DTCs) unrelated to missing calibration before proceeding.
2. Using the window switch, lower the door glass to the full-down position by pushing down (depress) the window switch to its second detent and hold the switch until the door glass is fully open. Continue to hold the window switch down for two seconds after the door glass is fully open.
3. Raise the door glass to the full-up position by pulling up on the window switch and hold the switch until the door glass is fully closed. Continue to hold the window switch up for two seconds after the door glass is full closed.
4. Code should now be stored. Clear code and test window operations.

**Pg 2**

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