



STAR ONLINE PUBLICATION



Case Number: S2108000012

Release Date: 01/14/2020

Symptom/Vehicle Issue: Auto High Beams Do Not Operate

Customer Complaint/Technician Observation: Owner complains that the Auto High Beam system does not operate. Technician observed that the Auto High Beams did not function and that the inside rearview mirror was not the correct mirror for Auto High Beam Operations. In reviewing the scan report on the vehicle it reflected AUTO HIGH BEAM module location as "none".

Discussion: Review the rear view sales code on the vehicle, if the vehicles sales code and or mirror part number reflect a GNA mirror, replace the mirror with the GNK mirror 68339538AB listed in StarParts. If GNA sales code is present have or remove by deleting, add the correct sales code and update the vehicles sales code list with GNK sales code; perform a restore vehicle configuration procedure, test the operation to complete the repair.

ECO Mode Configuration	Remember Previous State with Ignition Key Cycle
Vehicle is equipped with Variable Geometric Turbo Actuator	Not Set
Auto High Beam Module Location	None
Auto High Beam Module #1 Present	Not Set

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