



## STAR ONLINE PUBLICATION



CHRYSLER

DODGE



Jeep



SRT

**Case Number:** S2108000186

**Release Date:** August 2021

**Symptom/Vehicle Issue:** Power Windows Do Not Operate, Stop Start Inoperative

**Customer Complaint/Technician Observation:** Owner complains that the power windows do not operate, Stop-start does not function with a cluster displaying the driver door ajar warning. Technician may or may not be able to duplicate the concern. Associated DTC's B25CB Door Ajar, P0070/P0013 Ambient Temp Sensor, U0199-00, or U0200-00 Lost Communication With DDM, PDM.

**Repair Procedure:** Inspect door connectors, driver XY450A and or passenger XY460A, for Door Ajar, Ambient Temperature, or Power Window circuit connections. Using the scan tool select the involved door module, select Actuators – Window Control. While running the actuator to operate the windows, wiggle the involved harness at the connector, while monitoring operations. Secure any loose or pushed out terminals, then secure the connector as needed to complete Fig 1, 2.

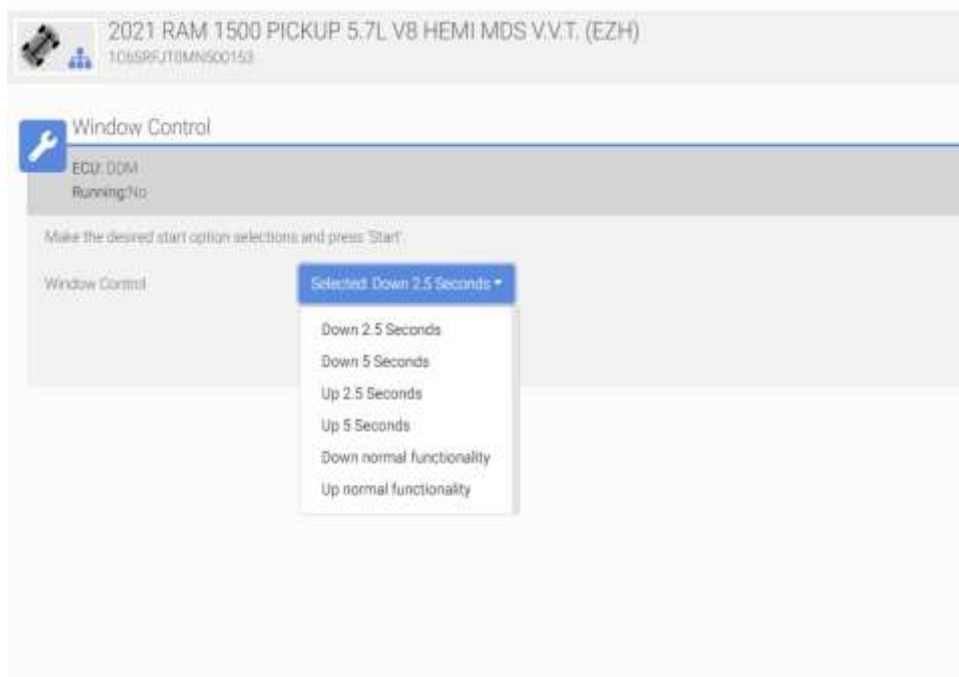


Fig 1

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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Example XY450A, Driver Door

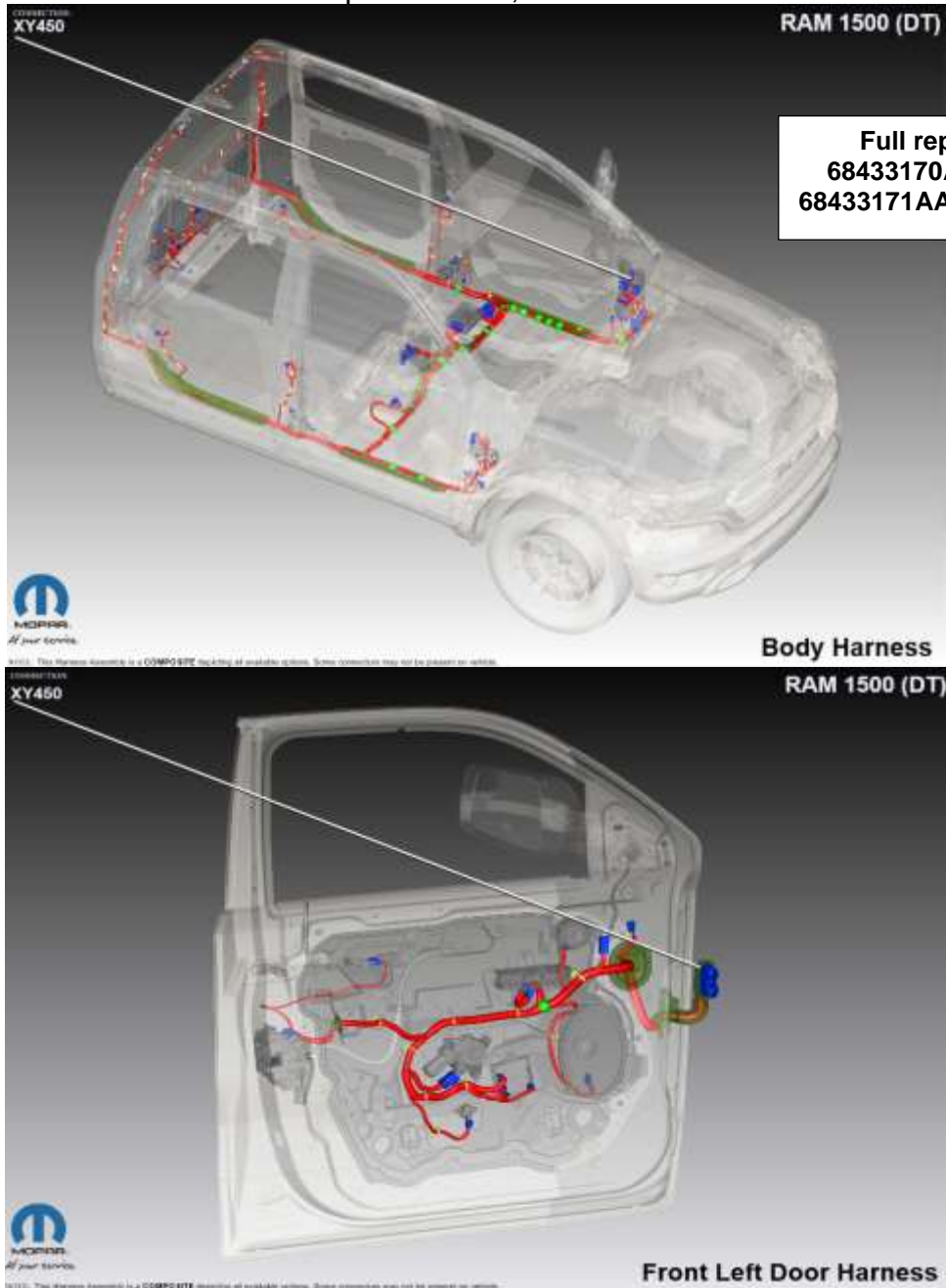


Fig 2

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