



STAR ONLINE PUBLICATION



Case Number: S2108000138

Release Date: June 2021

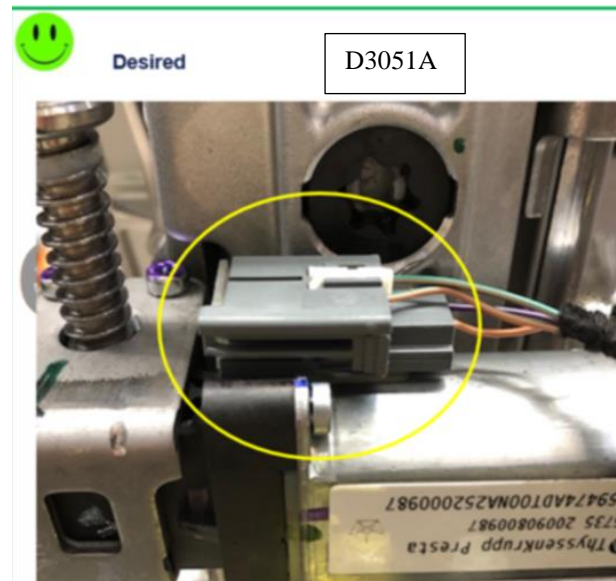
Symptom/Vehicle Issue: Steering Column Power Tilt Inoperative

Customer Complaint/Technician Observation: Owner complains the power tilt steering does not operate as commanded. Technician observed DTC B1D97 STEERING COLUMN TILT MOTOR CONTROL CIRCUIT PERFORMANCE set in the Module Seat Memory Driver (MSMD).

Repair Procedure: Inspect the electric steering column connector D3051A as seen below and in the circuit detail Fig 1, 2. Inspect for any terminals spread and or pushed out. If no signs of any terminals spread or wires pushed out, use the push, pull, push method to ensure the connector is fully secure in place, test tilt operation to complete.



NOK



OK

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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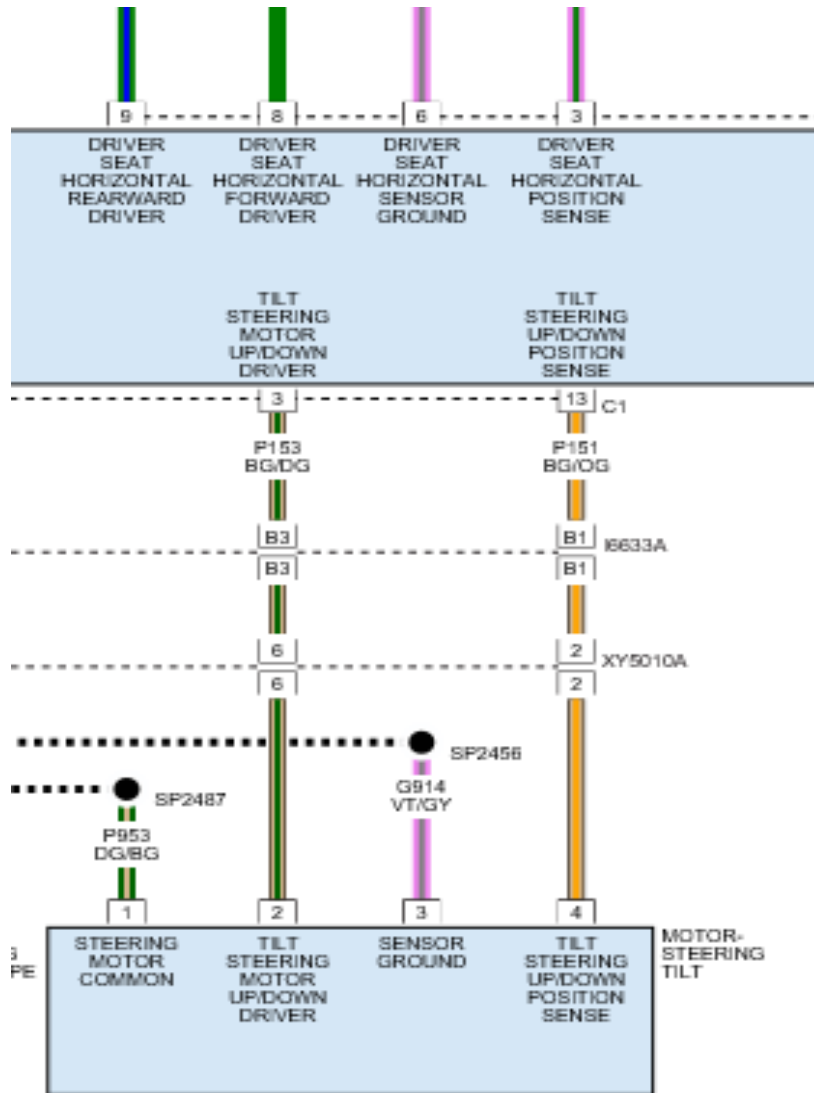


Fig 2

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