



## STAR ONLINE PUBLICATION



**Case Number:** S2108000151

**Release Date:** June 2021

**Symptom/Vehicle Issue:** Front Power Windows Global Down Feature Does Not Operate

**Customer Complaint/Technician Observation:** The owner complains the RKE power window global down feature for the front windows does not operate when the vehicle has been remotely started. The technician has verified that when the vehicle is in the remotely started mode that the feature to lower the front windows with the RKE FOBIK is not operating.

**Discussion:** Currently the DDM and PDM are not set to recognize the power window global down command during a remote start sequence. Engineering is in process of updating the software for the DDM and PDM to enable this feature during a remotely started vehicle. Do not replace any parts at this time, software updates are expected by early 4<sup>th</sup> quarter 2021.

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**