

STAR ONLINE PUBLICATION















Case Number: S2108000107

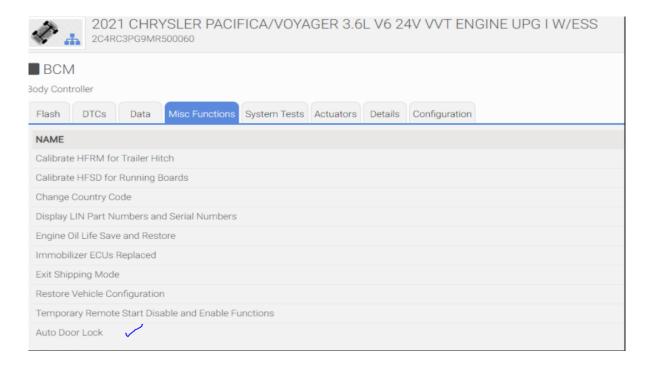
Release Date: May 2021

Symptom/Vehicle Issue: Rolling Auto Door Locks Stopped Operating After Recent Service

Repairs

Customer Complaint/Technician Observation: Owner complains that the rolling auto door locking feature is no longer working after a recent service repair. Technician observed, no fault codes are setting and that upon drive off the auto door locking feature is not locking the doors.

Discussion: Recent updates to the BCM/CBC (Body Control Module) may have contributed to changes to the ROLLING AUTO DOOR LOCK feature settings. If the owner would like the feature enabled, connect the scan tool to the vehicle to access the BCM. View the MISC folder options for AUTO DOOR LOCKS and select enable to set the feature as desired. No further updates required.



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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