STAR ONLINE PUBLICATION

Case Number: **S2208000143**

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Symptom/Vehicle Issue: Driver And Passenger Window Make a Small Window Reversal After Stopping the Express Up Request at The Mid-way Point And Re-engaging The Express Up Request

Customer Complaint/Technician Observation: Owner complains of the window reversal during a window auto up request after re-applying or stopping the initial command at about the mid-way up point. Technician may or may not be able to duplicate the concern as described.

Discussion: Express up calibration is sensitive to voltage fluctuation during operation and can be described as an issue with the window auto up feature. Currently engineering is investigating a repair solution for this concern.

Future software updates are not expected for the Driver Door Module (DDM) and/or Passenger Door Module (PDM) until the first quarter of 2023. Do not replace any service parts at this time for this concern, the field will be notified when service updates become available.

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