



## STAR ONLINE PUBLICATION



**Case Number:** S2208000196

**Release Date:** December 2022

**Symptom/Vehicle Issue:** Speed Sensitive Auto Door Locks Do Not Lock, Vehicle Does Not Have a Menu Option to Enable the Feature in The Radio or Cluster

**Customer Complaint/Technician Observation:** Owner complains the speed sensitive auto power door locks are not functioning. Technician observes the vehicle is built with Speed Sensitive Power Locks (JPH). Upon further investigation the findings are the vehicles radio or cluster do not have a door lock menu option to enable the feature.

**Repair Procedure:** Some radios in vehicles built with this feature may not have an available door lock menu option to enable the speed sensitive power locking feature. If for some reason the feature has become disabled, do not replace the radio or other parts to repair. The feature can be enabled by temporarily adding the menu option for service to enable the feature through the radio.

1. Add the menu option to a radio by adding sales code 898 to the vehicle sales codes, perform the vehicle reconfigure operation and then Proxi align the vehicle to align modules to include the menu within the radio.
2. Once the menu option appears in the radio (enable the feature as desired).
3. After the feature is enabled, delete sales code 898, perform the reconfiguration operation, and proxi align the vehicle to complete.
4. NOTE: Step 3 must be performed, removing sales code 898 from the vehicle and then restoring the vehicle again and completing with a proxi alignment to ensure all other vehicle features operate as designed.

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**