



STAR ONLINE PUBLICATION



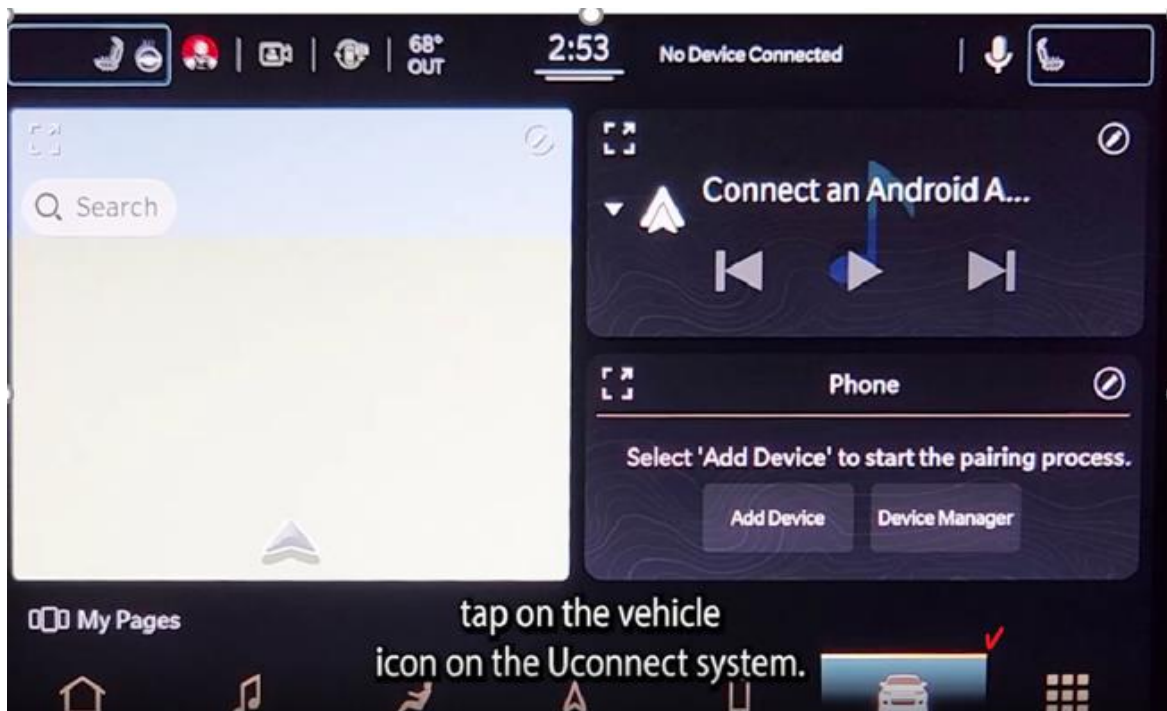
Case Number: S2308000006

Release Date: January 2023

Symptom/Vehicle Issue: All Windows are Open Without Request

Discussion: Owners may complain that their windows are down when they come out to their vehicle. Prior to any vehicle repairs verify the vehicle does not have the Global Down with Key Fob feature sales code XTX. This feature when enabled, allows the owner to open all the windows partially or fully with the vehicle in the off position using their remote key fob.

If Equipped: Within the radio, tap the **vehicle icon** at the lower right side of the tool bar.



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.

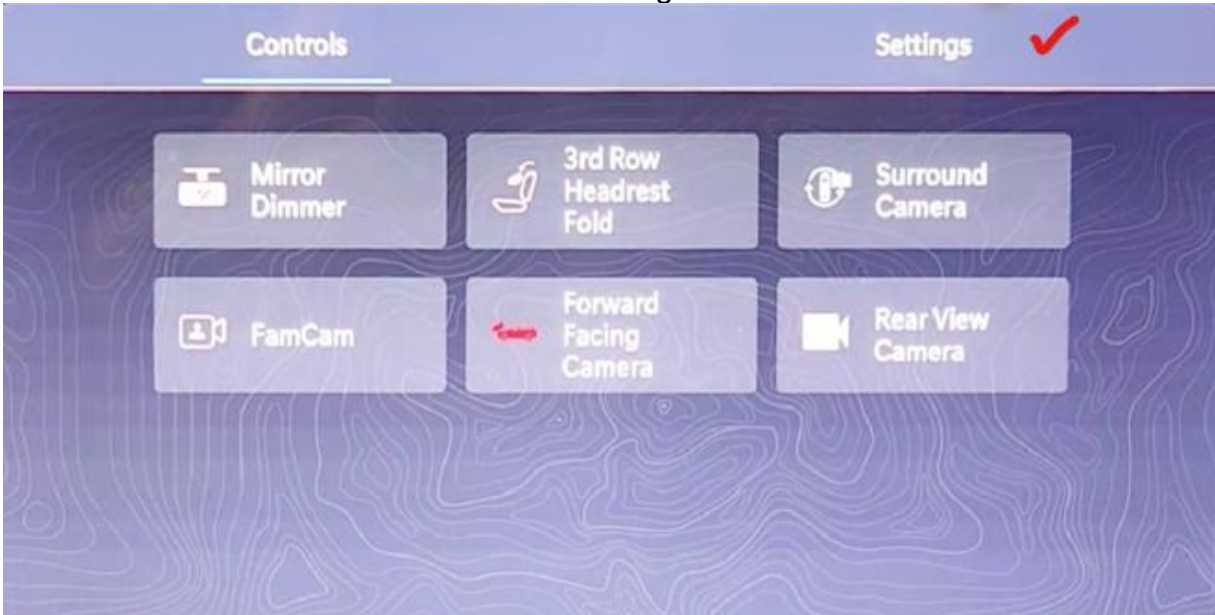
Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



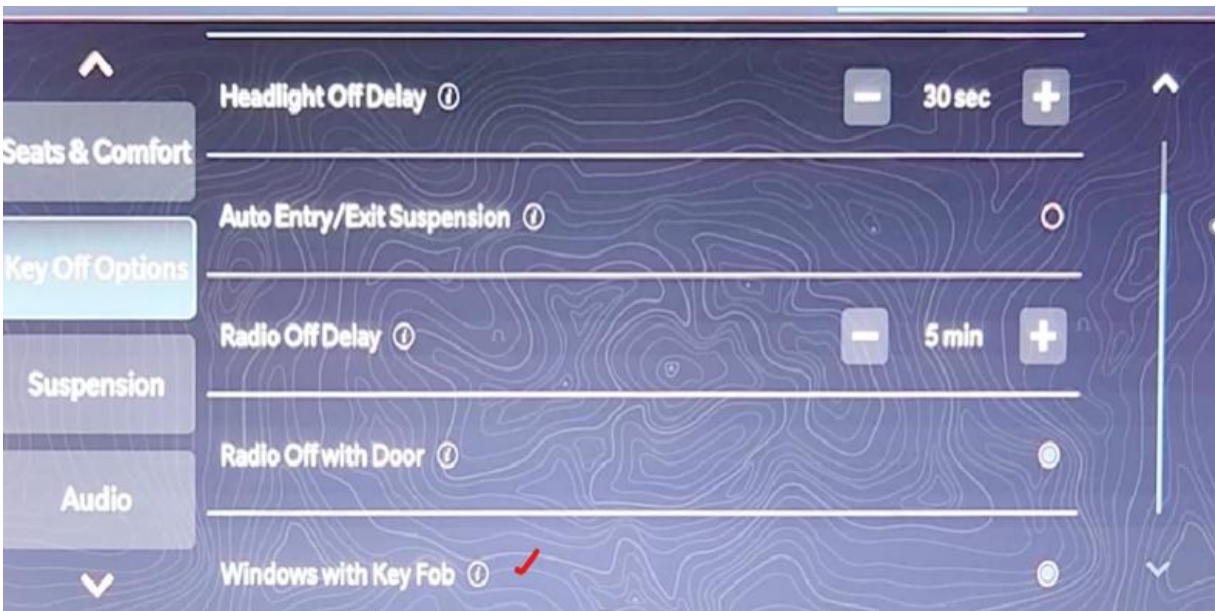
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Select the settings button.



Select from the left column Key Off Options and scroll down to the bottom. Windows with Key Fob

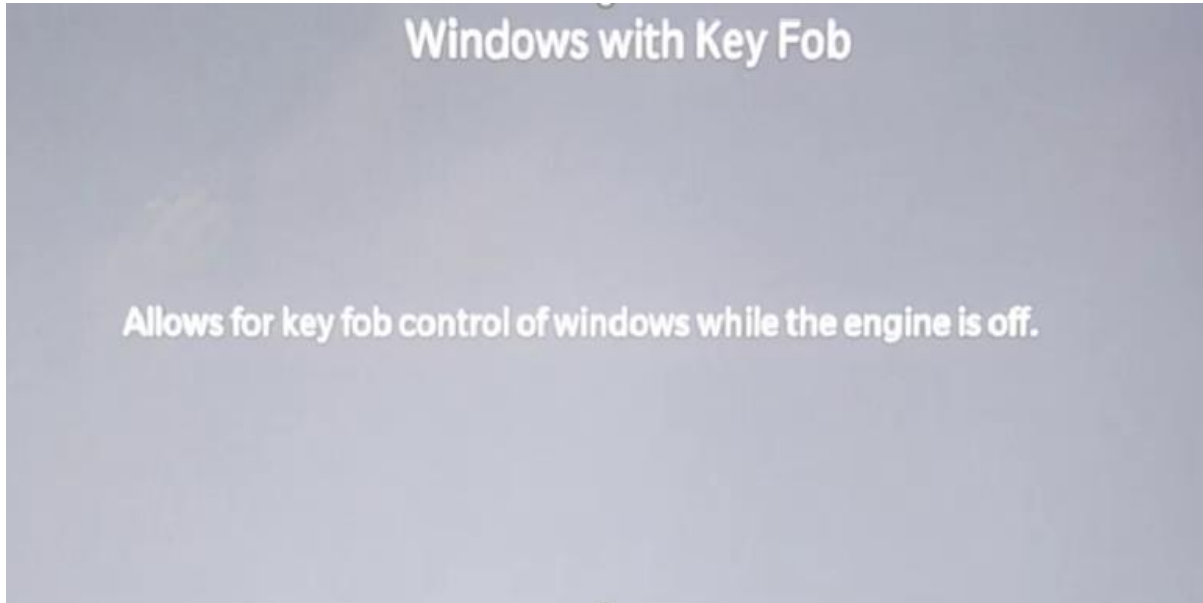


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“If Equipped” Vehicles in the key off position: Using the Key Fob to open vehicle windows, from outside of the vehicle, push and release the unlock button on the key fob, and within five seconds push and hold the unlock button for up to seven seconds. All vehicle door windows will open.

NOTE: This feature is enabled through Uconnect Settings. Vehicle must be equipped with Global Key Down sales code XTX.

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