

STAR ONLINE PUBLICATION

Case Number: S2308000098

Release Date: August 2023

Symptom/Vehicle Issue: Front Wipers Operate on Intermittent and Low Speed Setting, High Speed Does Not Operate

Customer Complaint/Technician Observation: The owner complains the front wipers have no high-speed wiper setting. The technician observed the vehicle has no Diagnostic Trouble Codes (DTCs) and has verified the wiper high speed setting does not function.

Repair Procedure: Use the scan tool to verify the input for the front wiper switch position when the wiper switch is set to the high wiper setting Fig 1, 2 and 3.

The screenshot shows the STAR Online diagnostic tool interface for a BCM (Body Controller). The 'Data' tab is selected, and a search for 'wiper' has been performed. The results show a single data point for 'Front Wiper Switch Position' with a value of '---' and a unit of 'Bussed Inputs'. The interface includes navigation tabs (Flash, DTCs, Data, Misc Functions, System Tests, Actuators, Details, Configuration) and various filter and recording options.

NAME	VALUE	UNIT	TYPE
Front Wiper Switch Position	---		Bussed Inputs

Fig 1

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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If the proper switch position has viewed, inspect the W4 wiper high speed circuit at the black 43-way connector XY6020A for any loose and or pushed out terminal. Secure any push out terminals using the push-pull-push method or replace the terminal as needed and verify operation.

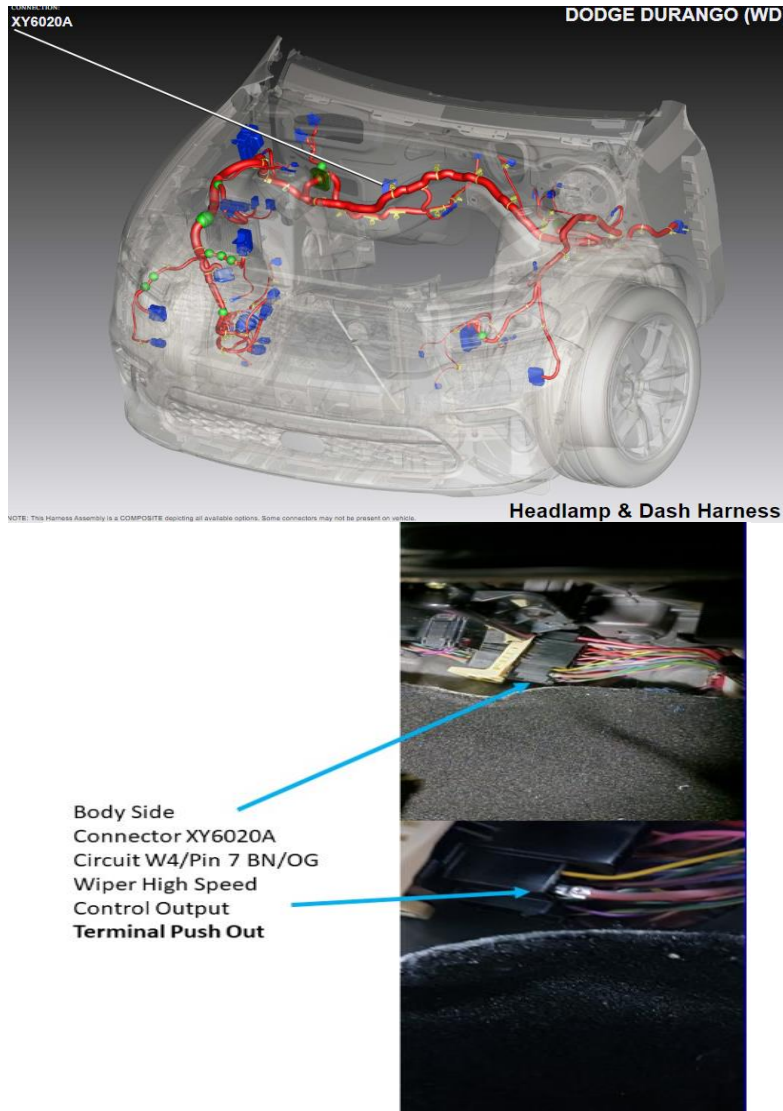


Fig 2

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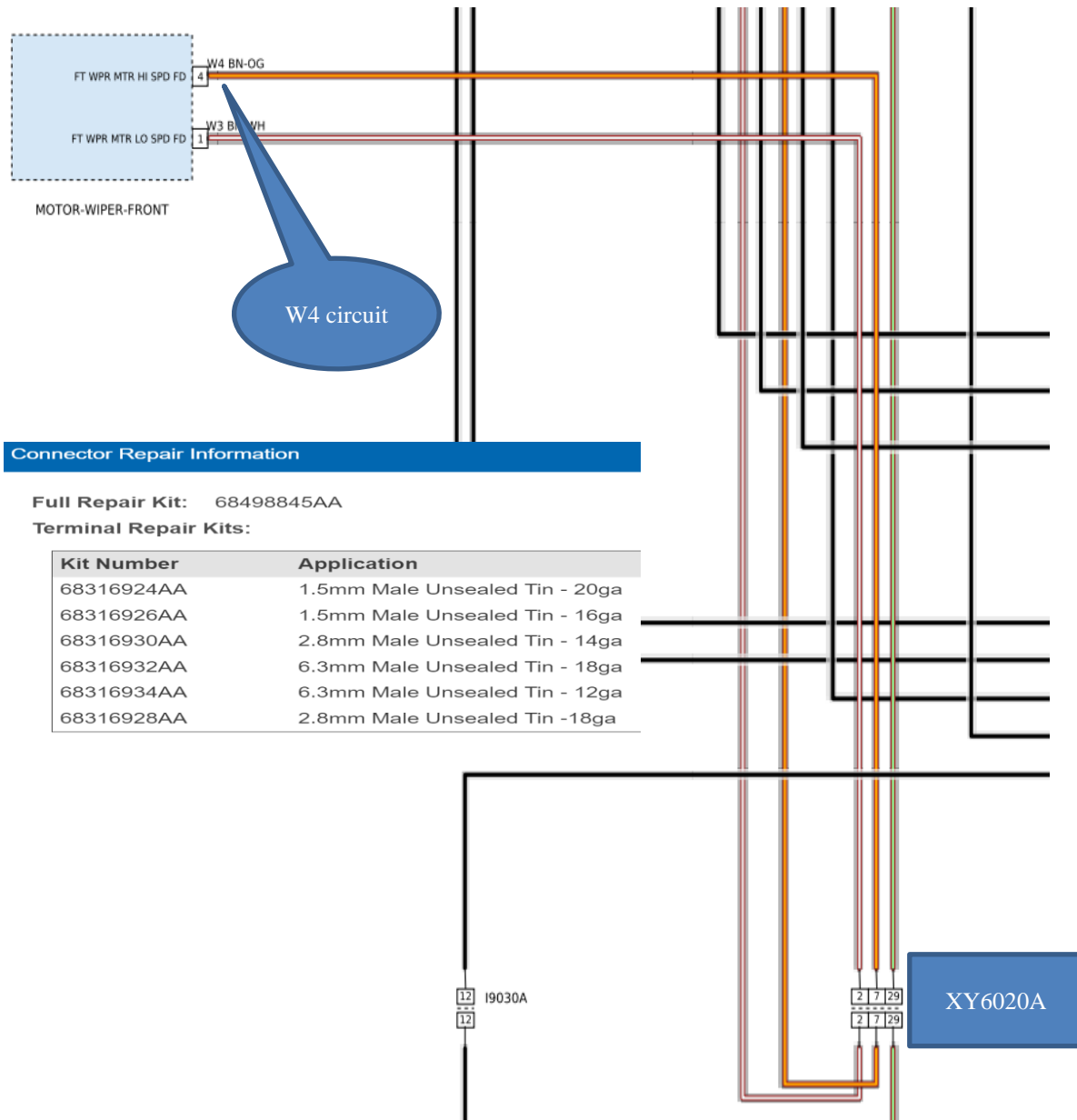


Fig 3

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