



STAR ONLINE PUBLICATION



Case Number: S2308000011

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Symptom/Vehicle Issue: Rear Power Window Switch Controls Both Rear Windows, Front Window Master Switch Will Not Operate the Rear Window

Discussion: Owner complains after a recent repair to the right-side window that when using the left rear door window switch the right-side window will work. The right-side window cannot be operated from the master switch or its own switch. Review the window feature sales codes for the vehicle being serviced JP3 (Power front windows, 1 touch up/down), JSB (Power windows, front and rear 1 touch up/down).

Some replacement parts may be installed on a left or right side, use the sales code(s) as equipped along with left and right side parts designation for correct window and door functionality.

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