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Case Number: S2308000153

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Symptom/Vehicle Issue: Power Windows Do Not Return Up After Opening Door or Short Drop

Discussion: You may find that the power windows do not return up after closing either the drivers or passenger door. The "Short Drop" functionality drops the window down when opening the door to clear the window seal. Failure for the window to return to the up position after closing the door could be caused by the door seal not allowing the door to fully close, or loss of window calibration.

Diagnosis: Scan the vehicle for DTCs in the Door Control Modules.

1. If "B25B4-2A Pawl switch stuck" DTC is active, inspect the door latch operation, and if damaged replace it.
2. If "B25B4-2A Pawl switch stuck" DTC is active, but the latch is not damaged, using wiTECH check if the closing signal is received. If it is not being received, check wiring and door seal state. The door seal can inhibit the door/latch from fully closing.
3. If "B224F-54 Missing Calibration" DTC is active but no other DTC is active, inspect the corresponding door seal. If damaged or not properly seated, replace the seal and perform the Window calibration.

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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4. If B224F-54 Missing Calibration, B18BA-13 Window Control - Circuit Open and/or B25B0-31 Window Position Sensor - No Signal DTCs are active. Inspect the corresponding door seal. If damaged or not properly seated, replace the seal. For B18BA-13 follow the DTC flow chart and inspect the window motor and control circuit. For B25B0-31 follow the DTC flow chart inspecting the hall sensor signal circuit. Finally perform window calibration.

Window Calibration:

1. Using the window switch, lower the door glass to the full-down position by pushing down (depress) the window switch to its second detent and hold the switch until the door glass is fully open. Continue to hold the window switch down for two seconds after the door glass is fully open.
2. Raise the door glass to the full-up position by pulling up on the window switch and hold the switch until the door glass is fully closed. Continue to hold the window switch up for two seconds after the door glass is full closed.
3. Code should now be stored. Clear code and test window operations.

Note: If either the window motor or regulator was replaced perform a ECU Reset of the DDM/PDM prior to performing the calibration.

Repair: Replace or repair wiring, components/modules, and seals and deemed necessary following the diagnostics.

Verification: Open and close the drivers/passenger door. Verify the window performs a “Short Drop” and returns up after closing the door.

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