



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Rear Back Glass Defroster Soft or Hard Button Will Not Turn on The Rear Back Glass Defroster

Technician Observation: The technician observed the hard or soft buttons will not turn on the rear back glass defroster as expected.

Repair Procedure: If the rear back glass LED does not illuminate and the rear defroster is not turning on, disconnect the vehicles main battery then reconnect, use the scan tool to delete all Diagnostic Trouble Codes (DTCs) and test the operation. The reset as described should correct the concern. Do not replace any parts, a Body Control Module (BCM) update is expected by the 3rd quarter of 2024.

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, eCONTACT or Service Library entry if no solution is found.