



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Power Window Not Moving And Or Intermittently Not Moving.

Customer Complaint/Technician Observation: Customer may state the power window may not work or intermittently move. The condition could be after an anti-pinch event where the window system experienced a blockage. Technician may not be able to duplicate the condition (window is working normally).

Discussion: The power window system features an anti-pinch feature. When the ECU detects a high current draw the protection algorithm becomes active, cuts the power to the window regulator, and triggers a timer. The timer remains active for a certain period in which it is not possible to move the electric window. After the timer expires (approximately 2 minutes) the window works again normally.

Verify and duplicate the condition prior to making any repairs. Using wiTECH look for any related diagnostic trouble codes (DTCs). If there is difficulty in duplicating their complaint, explain the system operation to the customer. Discuss if it was possible the window encountered an obstruction when the power window briefly stopped working.

System Reset: If the automatic up function is lost, fully close the glass and hold the window switch in the 'up' position for 2 seconds. Then, fully open the window by pushing the switch down and hold the switch in the 'down' position for 2 seconds after the window is fully open. Once this is completed verify normal power window function.

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.