



STAR ONLINE PUBLICATION



Case Number: S2408000016 Rev. A

Release Date: July 2024

Symptom/Vehicle Issue: Front Passenger, Rear right and/or Rear left Window Door Window Switches are Inoperative, Window Operation Does Work from the Driver Master Switch

Customer Complaint/Technician Observation: The owner complains the window switches at the front passenger, rear right and/or rear left doors do not function. The technician may find Diagnostic Trouble Codes (DTCs).

U1122-00 Lost Communication with Lin ECU 2

U1123-00 Lost Communication with Lin ECU 3

U113D-00 Lost Communication with Master Power Window Switch (Set by PDM only).

Repair Procedure: Vehicles built with AD part level switches may experience a lock-up condition during a low voltage battery condition. If the findings are that either the passenger window switch, rear right and/or rear window switches are not communicating and inoperative, the window switch functionality will not become functional until the door locks of the respective switch on the non-operating doors are operated 3 to 5 times to reset them.

If this concern is present no further service repairs are suggested at this time, replacement parts will perform the same. Engineering is investigating a software update to improve the threshold low voltage trigger range; the field will be notified once the update becomes available.

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