



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, Wireless Charging Pad(s), Raining Sensing Wiper Functions and Multi-Function Tailgate Inoperative

Technician Observation: The technician observed the hard or soft buttons will not turn on the rear back glass defroster as expected and that the wireless charging pad(s) do not charge a phone.

Repair Procedure: If the above conditions are present perform a disconnect of 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 concerns. Do not replace any parts, a Body Control Module (BCM) update is expected by the 4th quarter of 2024.

Note: If there is a condition where the above concerns persist after the reset of the battery, continue with normal service diagnostics as needed.

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.