



## STAR ONLINE PUBLICATION



**Case Number:** S2408000046 Rev. C

**Release Date:** October 2024

**Symptom/Vehicle Issue:** Rear Back Glass Defroster Soft or Hard Button Will Not Turn on The Rear Back Glass Defroster, Wireless Charging Pad(s), Rain Sensing Wipers, Power Door Locks, Multifunction Tail Gate or Rear Window Switches Operate Erratically

**Discussion:** If the technician observed any of the above conditions, perform a restore vehicle configuration followed by a proxi alignment. Once complete, disconnect the vehicle battery(s), then reconnect, and use the scan tool to delete any Diagnostic Trouble Codes (DTCs) re-test operation. The reset as described should correct the concerns highlighted above, then verify the Body Control Module (BCM) is up to the most current software available and update as required.

**Note:** If there is a condition where any of features listed above persists, 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.**