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Case Number: S2523000027

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Symptom/Vehicle Issue: Driver And Or Passenger Window Inoperative.

Customer Complaint/Technician Observation: Front windows not working from switches.

Discussion: If one or both of the front power windows are inoperative, review the below information **prior to disassembling or replacing components.**

For passenger window inoperative conditions, use both the driver and passenger switches and note which switch does not operate the window.

Repair Procedure:

1. Using WiTECH, create and save a Vehicle Scan Report (VSR). VSR is found in the Analysis tab and Report selection. Go to step 2.
2. Follow standard diagnostics for any active diagnostic trouble codes (DTCs). If the window(s) are still inoperative then go to step 3.
3. Using WiTECH, select Guided Diagnostics from the activities tab on the left side of the screen. Then select ECU Reset. Select the driver door module

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Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



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(DDM) and or passenger door module (PDM) for the side of the vehicle with the inoperative window. Proceed to step 4.

4. Create and save a second VSR.
5. Recalibrate the inoperative window following the relearn steps in Service Library Service Information 08 - Electrical / 8N - Power Systems / Power Windows / Description and Operation.

WINDOW SYSTEM INITIALIZATION - To initialize the power window system, move the front left and front right windows to the full closed position using the manual mode. The door switch module (DSM) must continue to be held for a minimum of 500ms after the window reaches the full closed position. The door control modules (DCMs) will initialize within 600ms after detecting stall condition.

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