



STAR ONLINE PUBLICATION



Case Number: S2508000039

Release Date: May 2025

Symptom/Vehicle Issue: Universal Garage Door Opener (UGDO) Inoperative, LED Indicator Lamps Not Illuminating

Customer Complaint/Technician Observation: The owner complains that the universal garage door opener does not work at times. The technician may or may not have the Diagnostic Trouble Code (DTC) **B251D1-00-UNIVERSAL GARAGE DOOR OPENER CONTROL** present.

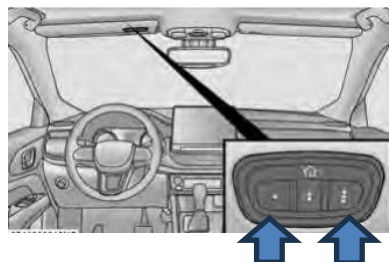
Repair Procedure: Use the following tips to repair complaints for the UGDO is not working intermittently, LED indicator not turning on with DTC B251D-00 present or not. Follow normal DTC diagnostics with a DTC present.

For issues that cannot be resolved with normal programming, and before replacing the Universal Garage Door (UGDO), call HomeLink® Customer Care at 1-800-355-3515

If the problem persists after calling the helpline you can follow the next steps to erase all programming.

Before replacing the Universal Garage Door (UGDO), please follow these steps to erase all programming.

1. Place the ignition switch in the ON/RUN position.
2. Push and hold the two outside HomeLink® buttons (I and III) for up to 20 seconds, or until the HomeLink® indicator light flashes.



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.



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NOTE: Erasing all channels should only be performed when programming HomeLink® for the first time or when the owner complaint is for intermittent operation to clear out any unwanted programming. Do not erase channels when just adding additional button programming.

Normal programming:

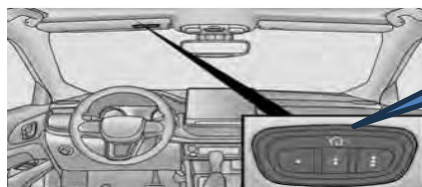
1. Place the ignition in the ON/RUN position.

NOTE: For vehicles equipped with Keyless Enter 'n Go™, place the ignition in the RUN position. Make sure while programming HomeLink® with the engine on that your vehicle is outside of your garage, or that the garage door remains open at all times.

2. Place the hand-held transmitter 1 to 3 inches (3 to 8 cm) away from the HomeLink® button you wish to program while keeping the HomeLink® indicator light in view (indicator lamp above button 2)
3. Continue to push and hold the HomeLink® button while you push and release (cycle) your hand-held transmitter every two seconds until HomeLink® has successfully accepted the frequency signal. The indicator light will flash slowly and then rapidly when fully trained.
4. Watch for the HomeLink® indicator to change flash rates. When it changes, it is programmed. It may take up to 30 seconds or longer in rare cases. The garage door may open and close while you are programming.
5. Push and hold the programmed HomeLink® button and observe the indicator.

NOTE:

- If the indicator light stays on constantly, programming is complete, and the garage door/device should activate when the HomeLink® button is pushed.
- To program the two remaining HomeLink® buttons, repeat each step for each remaining button. **DO NOT** erase the channels.



Indicator lamp

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