



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Auxiliary Switch Bank Is Inoperative

Discussion: Some customers may state that the lower switch bank is inop. This includes the Tow/Haul, Exhaust Brake, Alt Trailer Height and all Aux Switches. The issue may be due to having the incorrect part number switch installed in the vehicle at the assembly plant.

If the technician is working on a vehicle with this condition, please remove the switch bank and inspect the part number. If the part number is 68597575AA or 68578995AA, this is the incorrect switch part number for the vehicle. AA level parts are only compatible with 24 model year and older vehicles. Please replace the switch bank with and AB level part (68597575AB, 68578995AB).

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.