



## STAR ONLINE PUBLICATION



**Case Number:** S2408000016 Rev. C

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**Symptom/Vehicle Issue:** Front Passenger and/or Rear Left and/or Rear Right Door Window Switches are Inoperative, Window Operation Works from the Driver Master Switch

**Customer Complaint/Technician Observation:** The owner complains the window switches at the front passenger and/or either one of the rear doors do not function. The technician may find Diagnostic Trouble Codes (DTCs).

U1122-00 Lost Communication with Lin ECU 2, set in the BCM

U1123-00 Lost Communication with Lin ECU 3, set in the BCM

U113D-00 Lost Communication with Master Power Window Switch, set in the PDM

### Repair Procedure:

Vehicles that set the above DTCs may experience a lock-up condition during a low voltage battery condition. If the findings are that any of these window switches are not communicating setting the above DTCs, follow the diagnostics for the DTCs set to ensure there are no identified wiring issues present.

**NOTE: If no wiring issue present, check the switch part number. In the case that the part is the most current part available for Passenger, rear left & rear right, cycle power to the window switch (Disconnect and reconnect the window switch). After cycling power to switch, ensure switch is functional. If still inoperative, replace the switch.**

**For any other than the most current part number switch, please replace the window switch.**

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 or eCONTACT ticket if no solution is found**