



STAR ONLINE PUBLICATION



Case Number: S2523000079

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Symptom/Vehicle Issue: Rear Door Mounted Window Switch Button Is Inoperative, Stuck, Or Switch Button Does Not Return To Original Position After Pushed.

Discussion: When following regular procedure to access and service the switch, check to ensure switch is fully seated in the door panel bezel. Locking hooks may not be properly engaged causing module to fall into the door panel. Ensure all four snaps are reviewed, for the affected switch. Armrest assembly will need to be removed by unscrewing the fasteners to access rear snaps.

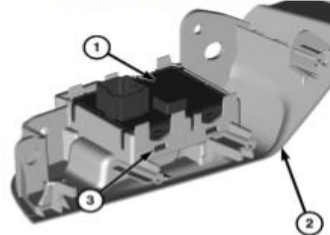
Repair Procedure:

1. Refer to Service Library 08 - Electrical / 8N - Power Systems / Power Locks / SWITCH, Lock / Removal and Installation / REAR DOOR LOCK SWITCH and all prior service steps to get the armrest removed from the door trim.
2. Once the armrest is removed, remove the fasteners in the switch bezel assembly and use a tool to remove the window switch assembly.

Remove armrest, then remove the three fasteners (2) securing the switch bezel



Release the locking tabs (3) to remove the switch from the bezel



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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3. Press the switch back plate assembly firmly to the bezel housing, and ensure all snap tabs are engaged. Press side walls to and visually confirm that all the snap tabs are inside the slots.

4. Reinstall the switch assembly and follow all applicable installation procedures used to access the switch.

Validation: Verify that reinstalling the switch assembly into the original armrest restores function of the switch and addresses initial issue.

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