



## STAR ONLINE PUBLICATION



**Case Number:** S2508000089

**Release Date:** October 2025

**Symptom/Vehicle Issue:** Rear Window Switch Inoperative

**Customer Complaint/Technician Observation:** The Owner complains that backlight LED does not illuminate on the rear window switch, and the rear window will not roll up or down from the rear window switch. The technician can duplicate the concern.

**Discussion:** The technician has confirmed the rear window rolls up and down normally from the driver switch, and the child lock button at the master switch is not pressed down. Rear window switch behaves as unpowered, while all other accessories are working as designed. This issue may be for the left or the right rear door window switch or both sides.

If the condition is present,

1. Use trim stick to pry the switch bezel assembly from the armrest.
2. Inspect the component connector to ensure the connector is fully seated.
  - a. Test the window switch for proper battery voltage, some conditions of low voltage 3 volts or below may trigger the no response requiring a reset.
3. To reset disconnect the switch and wait 10 seconds.
4. Reconnect the switch and see if issue has been resolved.
5. Reinstall the switch bezel assembly into the armrest and test the operation.
6. If the switch is still inoperative, replace the switch as needed.

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.**