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Coding Information

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**Title:** Door Pods Unresponsive - First Step

**Applies To:** LT, RH, MV, HV, HX w/ inoperative door pod

## CHANGE LOG

Please refer to the change log text box below for recent changes to this article:

11/20/2025 - Initial Article Release
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## DESCRIPTION

In some instances, the driver's or passenger's door pod may become unresponsive, where it will not respond to any manual inputs from the driver or passenger. In some of these situations, it is possible for this symptom to be present without any fault codes becoming active. This article will guide the user through performing a hard reset of a door pod, which can restore the door pod to its operational condition, thereby avoiding the need for replacement.

The steps in this article should be performed BEFORE diagnostics are completed for any active faults.

## SYMPTOM(s)

### Customer Observations or Concerns:

- Windows are not rolling down or up when the appropriate switch is used.
- Mirrors do not change position when the mirror switch is used.
- Remote Keyless Entry (RKE) is inoperative.
- Door lock/unlock buttons are inoperative.
- Mirror heat is inoperative.

### Diagnostic Trouble Code(s) & Dashboard Indicator Light(s):

DTC/Light	Description

521535-19	Driver Lost Connection With Front Passenger
521539-12	Driver Door Pod Self-Test Of RAM Failed
521540-12	Driver Door Pod Self-Test Of ROM Failed
521541-19	Front Passenger Lost Connection with Driver
521545-12	Front Passenger Door Pod Self-Test Of RAM Failed
521546-12	Front Passenger Door Pod Self-Test Of ROM Failed

**NOTE:**

The condition of unresponsive door pods can be present without any of the above-mentioned fault codes being active.

## SPECIAL TOOL(s) / SOFTWARE

Tool Description	Tool Number	Comments	Instructions
N/A			

[Tools Resource Center](#)

## SERVICE PARTS INFORMATION

Kit Description	Part Number	Quantity Required	Notes
Reference the parts catalog for the correct part number based on VIN.	N/A		

## REPAIR STEP(s)

 **WARNING:**

**To prevent personal injury and/or death, always wear safe eye protection when performing vehicle maintenance.**



## **WARNING:**

**To prevent property damage, personal injury, and/or death, keep flames or sparks away from the vehicle and do not smoke while servicing the vehicle's batteries. Batteries expel explosive gases.**

1. Remove the interior fuse panel cover to gain access to the fuse panel.
2. Locate the fuse for A.) the left window. B.) the right window.
3. Remove both fuses for a minimum of **5 minutes**.
4. Reinstall both fuses.
5. Retest for proper function of the door pods.
6. If the condition was not corrected, proceed to fault code diagnostics.

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## **WARRANTY INFORMATION**

### **Warranty Claim Coding:**

Refer to the [Warranty Coding Manual](#) for Group and Noun Codes.

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### **Standard Repair Time(s):**

Refer to the [SRT Manual](#) for Repair Times

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## **OTHER RESOURCES**

[Master Service Information Site](#)

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