



STAR ONLINE PUBLICATION



Case Number: S2108000106

Release Date: May 2021

Symptom/Vehicle Issue: Power Windows, Door Locks, Mirrors, Operate Intermittently, Driver Door Ajar Warning Lamp On, Stop Start Feature Disabled

Customer Complaint/Technician Observation: Owner complains power window and or door locks do not operate at times. Technician observed one or more DTC's B18B7-24 (Master Switch-Rear left window switch-signal stuck high), B25C9 (Driver Door Ajar Switch 2 Stuck Closed), B180F-15 (Driver Door Ajar-Circuit Short to Battery or Open), and B18CF-15 (Secondary Driver Door Ajar-Circuit Short to Battery or Open).

Repair Procedure: Inspect the driver door/body harness grommets and connector for corrosion. Align grommet for proper sealing, clean and secure connector to complete Fig 1, 2.

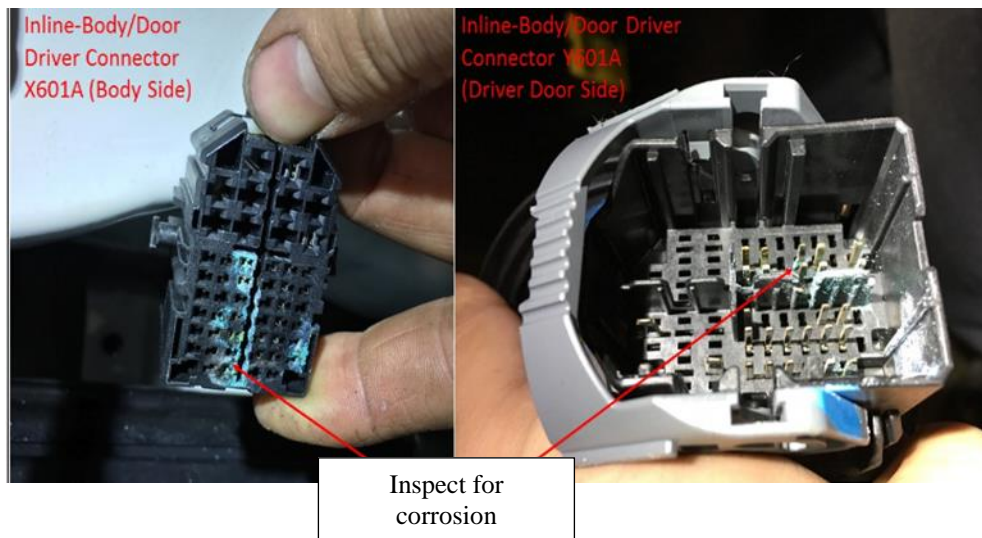


Fig 1

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



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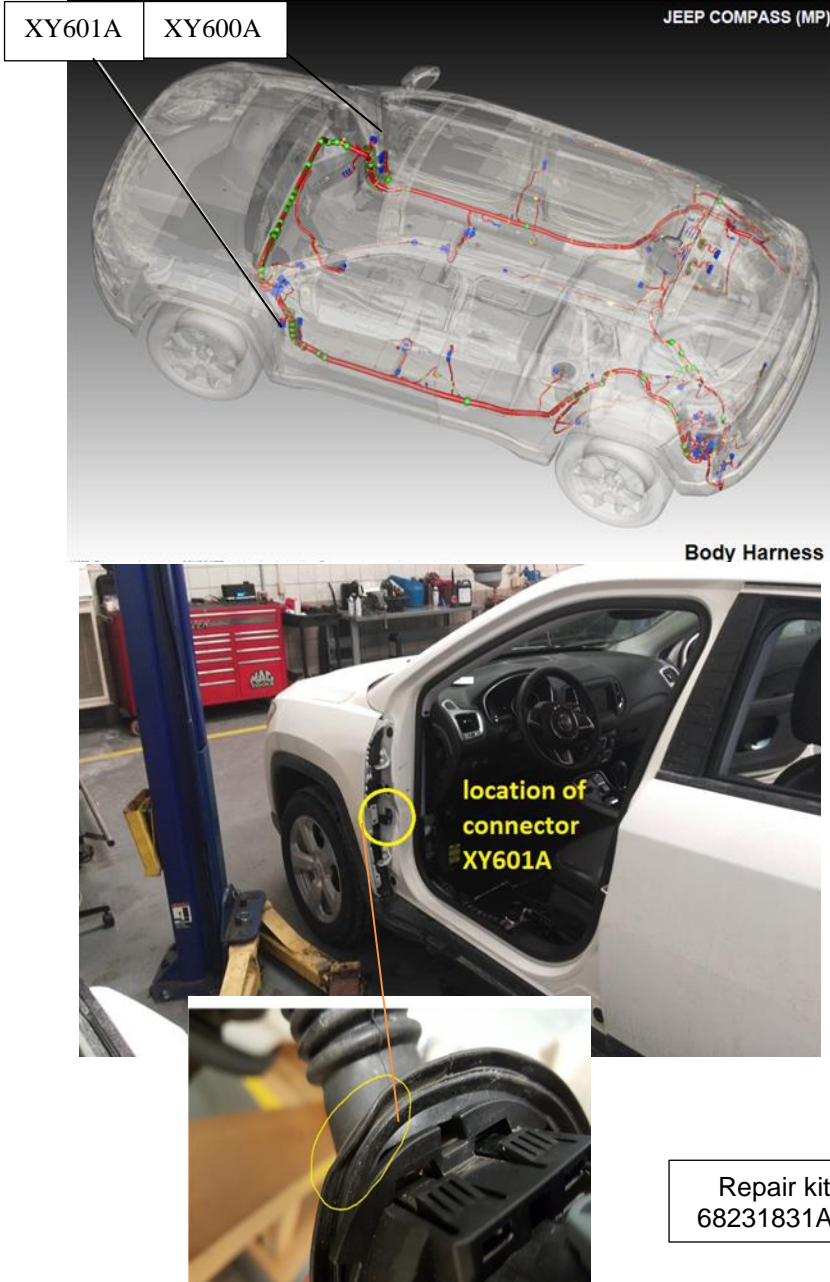


Fig 2, align sealing grommet as needed.

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