

## STAR ONLINE PUBLICATION

**Case Number:** S2008000142

**Release Date:** 09/12/2020

**Symptom/Vehicle Issue:** Steering Wheel Switches Do Not Respond After A Recent Repair

**Customer Complaint/ Technician Observation:** After a recent vehicle service repair all the steering wheel switches do not respond when being depressed. Technician observed the switch data changes when depressing the switches and monitoring for a change within the (SCCM) Steering Column Control Module and the (BCM) Body Control Module,

**Discussion:** Review the BCM Audio Switch Configuration for proper setting. The BCM should reflect the steering wheel switches are **Core Steering Wheel** **NOT Brand Focus Steering Wheel**. If the configuration displays Core Steering Wheel Switches, perform the scan tool function to restore the vehicles configuration to complete. No parts required.

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External Port Type	AUX + USB + extra USB	
Cabin Equilization Curve Number	Premium 2 w/ANC (Alpine 12ch)	
Audio <b>Steering</b> Wheel Switch Configuration	Brand Focus Steering Wheel	Not Ok
DTV Front Camera Present	Not Set	
Microphone Type	Peiker 300 mv	
PE Present	Not Set	
Microphone Tuning Parameter	absent	
Front Ventilated Seats Present	Not Set	

External Port Type	AUX + USB + extra USB	
Cabin Equilization Curve Number	Premium 3 (Harman 12ch)	
Audio <b>Steering</b> Wheel Switch Configuration	Core Steering Wheel	OK
DTV Front Camera Present	Not Set	
Microphone Type	Peiker 300 mv	

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**