

FRONT WINDOW GLASS JUMPS/CHATTERS DURING UP/DOWN TRAVEL	TSB 13-6-13
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FORD:
2011-2013 Explorer

The article supersedes TSB **12-3-2** to update the vehicle model years and the Part List.

ISSUE

Some 2011-2013 Explorer vehicles may exhibit the front window glass jumping or chattering during up/down travel.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Replace the front Window Regulator Motor on the affected door(s), refer to Workshop Manual, Section 501-11.

PART NUMBER	PART NAME
EB5Z-7823394-A	Window Regulator Motor - One Touch - Right Hand
EB5Z-7823395-A	Window Regulator Motor - One Touch - Left Hand
EB5Z-7823394-B	Window Regulator Motor - Right Hand
EB5Z-7823395-B	Window Regulator Motor - Left Hand

OPERATION	DESCRIPTION	TIME
130613A	2011-2013 Explorer: Replace One (1) Front Door Window Motor Includes Time To Initialize Window Motor If Necessary (Do Not Use With Any Other Labor Operations)	0.8
130613B	2011-2013 Explorer: Replace Both (2) Front Door Window Motors Includes Time To Initialize Window Motor If Necessary (Do Not Use With Any Other Labor Operations)	1.4

DEALER CODING

BASIC PART NO.
7823394

CONDITION CODE
42

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

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