L538 Window regulator 1 SSM.pdf

L538 Window regulator 2 SSM.pdf

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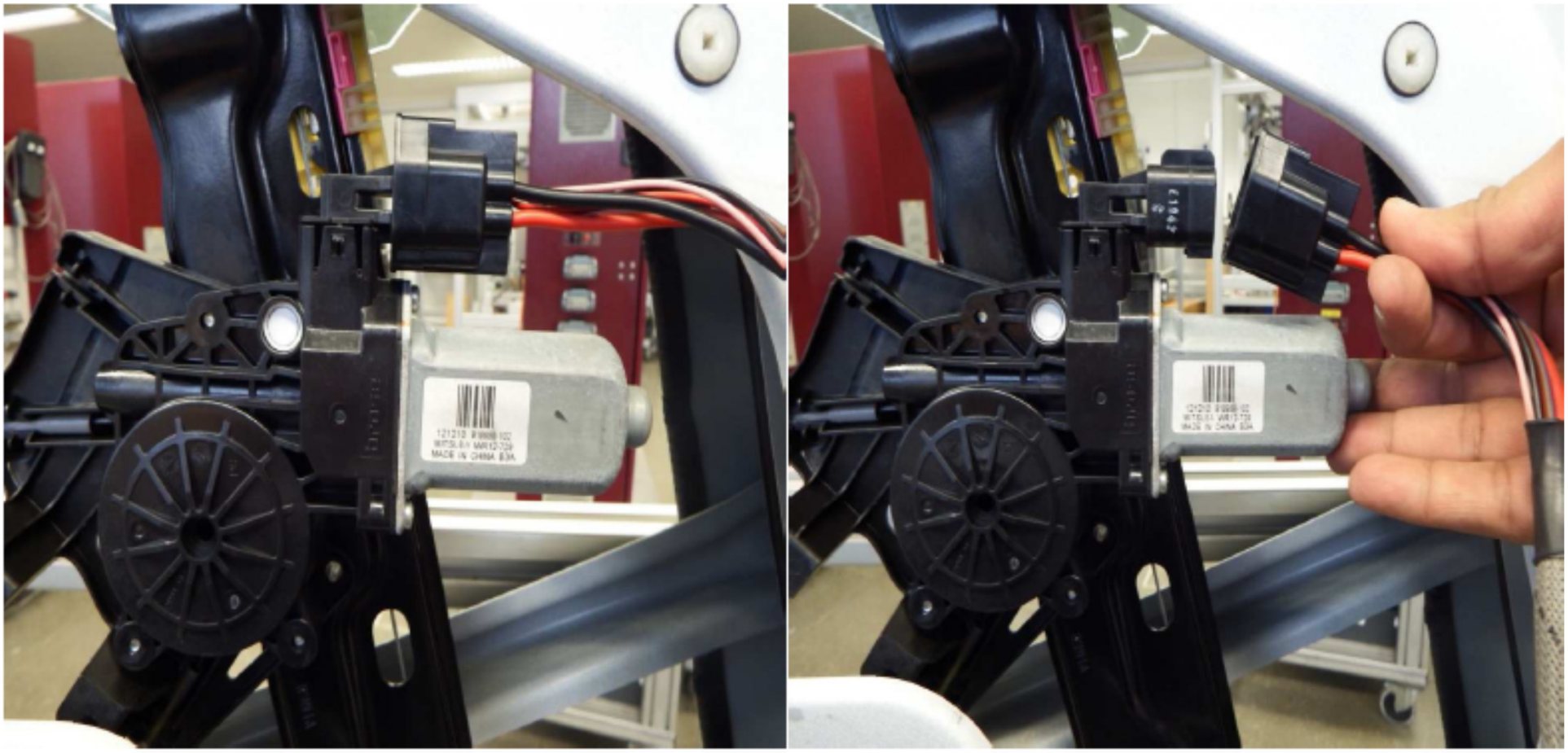
| Reference | SSM70498 |
| Models | Range Rover Evoque / L538 |
| Title | Window Regulator Issue Checks |
| Category | Body |
| Last modified | 06-Jan-2014 00:00:00 |
| Symptom | 102000 Window/Glass |
| Content | Issue:<br>There is a high percentage of Window Regulators / Motors being replaced. When tested by the supplier they are found to be fully functional and without fault.<br>In an attempt to accurately diagnose and prevent the unnecessary replacement of parts, this SSM has been released to request dealers to consider the following in the first instance when investigating Window Regulator concerns and its operation prior to replacing the regulator or motor.<br>Customer may report one of the following issues:-<br>A. Window Inoperative i.e. will not go up/down, goes up/down in stages or will not operate at all.<br>B. Window bounce back or not fully closing.<br>C. Rattle or Noise during window operation.<br>Dealer Checks<br>Please follow the checks below prior to in depth diagnosis or replacement of parts in order to confirm if there is a component issue.<br>**Issue A** - Window Inoperative, i.e. will not go up/down, goes up/down in stages or will not operate at all.<br>**Action A:**<br>1. Disconnect harness from window regulator motor and check the integrity of the pins. If they look sound and secure then reconnect harness to window regulator motor.<br>2. Re-check for correct operation.<br>3. If incorrect window operation found, then run the Window Learn routine (see below) and re-test operation.<br>**Learn Routine**:-<br>1. With the ignition on:<br>2. Fully close the door glass and release the switch.<br>3. Re-apply the switch to close the door glass and hold for approximately 2 seconds.<br>4. Fully open the door glass and release the switch.<br>5. Re-apply the switch to open the door glass and hold for approximately 2 seconds.<br>6. Repeat for all remaining windows.<br><br>**Issue B -** Window bounce back or not fully closing.<br>**Action B:**<br>1. Disconnect window regulator from the Door Control Module and re-connect.<br>2. Run the window re-initialisation procedure and retest operation.<br>**Issue 3 C** – Window rattle / noise.<br>**Action C:**<br>1. Check the glass, frame and mechanism for potential concerns.<br>2. Check the regulator fixing bolts are fully secure.<br>3. Ensure the white anti-rattle clip is still present and intact. (See Pictures attached) |

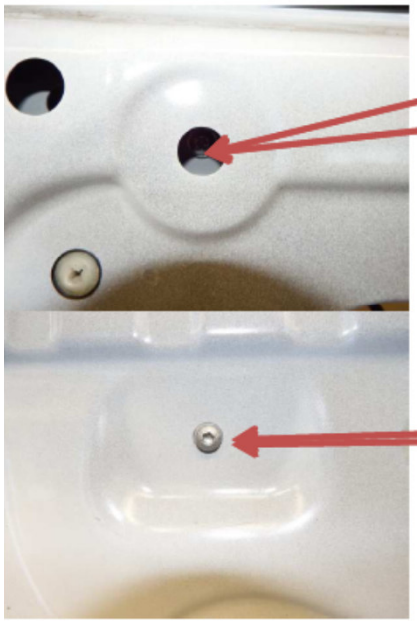
## Window Inoperative i.e. will not go up/down, goes up/down in stages or will not operate at all

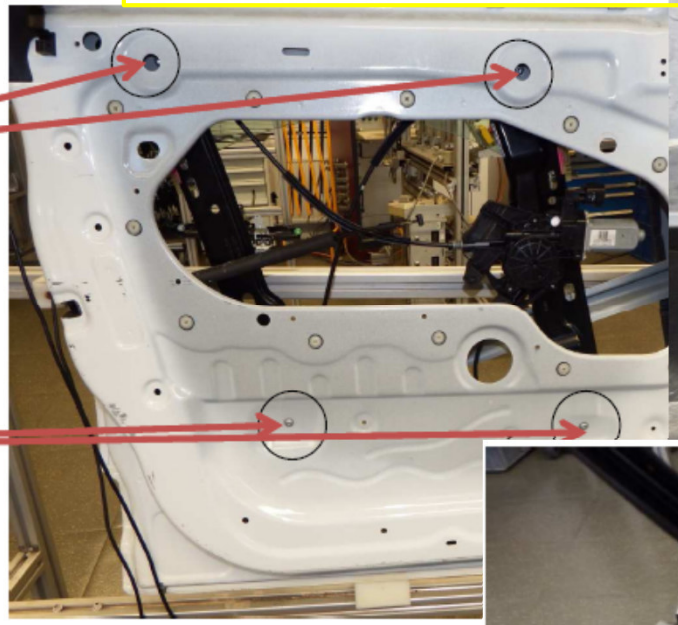


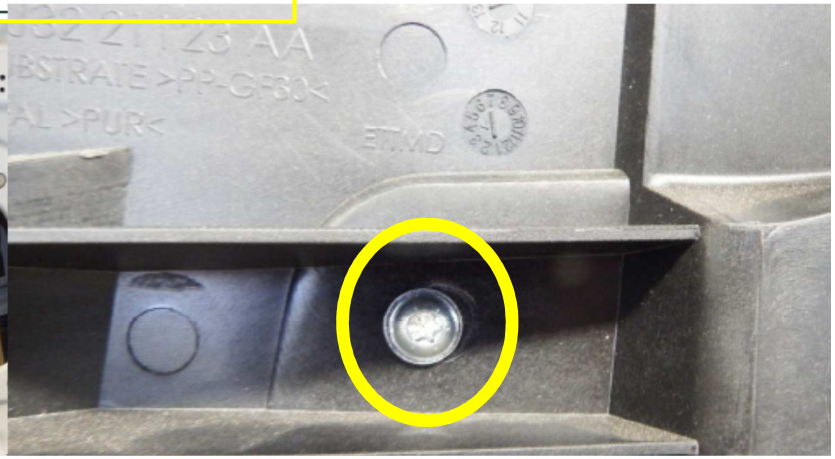
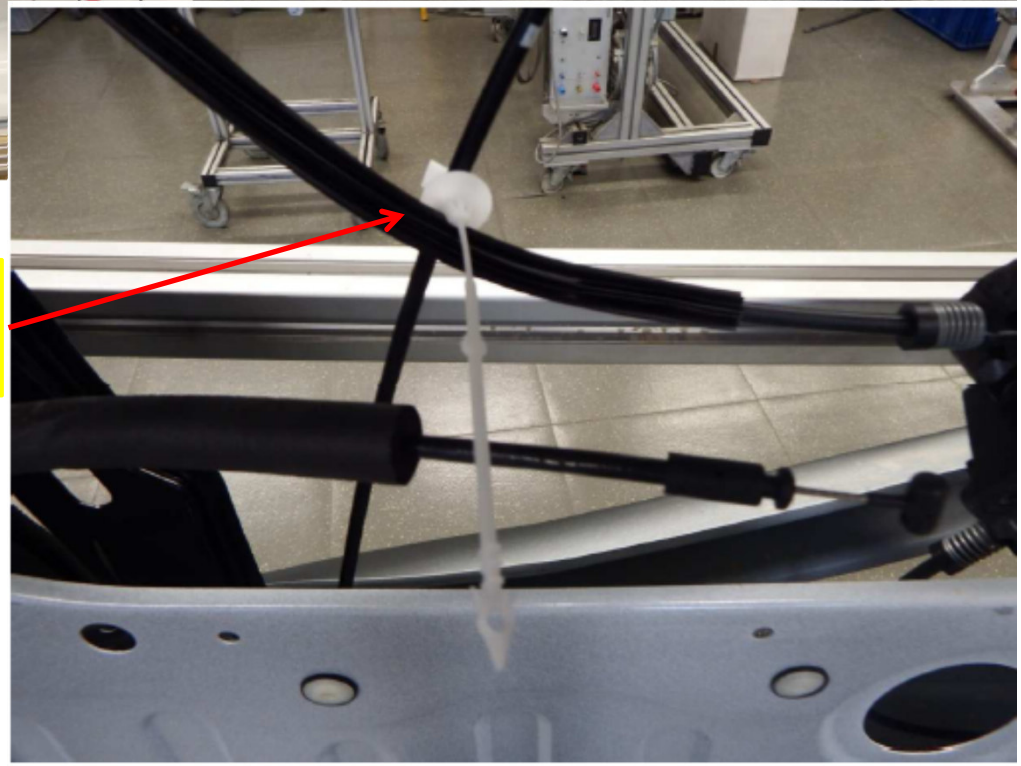
Disconnect / Connect - Window regulator connector and retest operation

# Rattle or noise

Check all fixings secure







Check white anti rattle clip is present and intact