

Reference	SSM71138
Models	LR4 / L319 LR3 / L319
Title	Discovery 3/4 LR3/4 Window Regulator Issue Checks
Category	Body
Last modified	15-Jan-2014 00:00:00
Symptom	102000 Window/Glass
Content	<p><u>Issue:</u> Window Regulators being replaced, when tested by the supplier they are found to be fully functional and without fault.</p> <p><u>Cause:</u> Incorrect diagnosis</p> <p><u>Actions:</u> Consider the following in the first instance when investigating Window Regulator concerns and its operation prior to replacing the regulator or motor: Customer may report one of the following issues:- A. Window Inoperative i.e. will not go up/down, goes up/down in stages or will not operate at all. B. Window bounce back or not fully closing. C. Rattle or Noise during window operation.</p> <p><u>Dealer Checks</u> Please follow the checks below prior to in depth diagnosis or replacement of parts in order to confirm if there is a component issue.</p> <p><b>Issue A</b> - Window Inoperative, i.e. will not go up/down, goes up/down in stages or will not operate at all.</p> <p><b>Action A:</b></p> <ol style="list-style-type: none"> <li>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.</li> <li>2. Re-check for correct operation.</li> <li>3. If incorrect window operation found, then run the Window Learn routine (see below) and re-test operation.</li> </ol> <p><b>Learn Routine:-</b></p> <ol style="list-style-type: none"> <li>1. With the ignition on:</li> <li>2. Fully close the door glass and release the switch.</li> <li>3. Re-apply the switch to close the door glass and hold for approximately 2 seconds.</li> <li>4. Fully open the door glass and</li> </ol>

release the switch.

5. Re-apply the switch to open the door glass and hold for approximately 2 seconds.

6. Repeat for all remaining windows.

**Issue B** - Window bounce back or not fully closing.

**Action B:**

1. Disconnect window regulator from the Door Control Module and re-connect.

2. Run the window re-initialisation procedure and retest operation.

**Issue 3 C** – Window rattle / noise.

**Action C:**

1. Check the glass, frame and mechanism for potential concerns.

2. Check the regulator fixing bolts are fully secure.