



Service Bulletin

TECHNICAL

Subject: Front or Rear Side Door Glass/Window Loose, Will Not Move Up or Down

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Cruze	2010	2015			All	All
Chevrolet	Cruze (VIN P)	2016	2016				

Involved Region or Country	North America and N.A. Export Regions
Condition	Some customers may comment on a front or rear side door glass/window being loose in the door, or will not move up or down.
Cause	The cause of the condition may be that the window has separated from the window regulator. This condition tends to be more common in colder temperatures, where the window may freeze in the door run channel and may separate from the regulator upon the customer activating the window switch downward.

Correction

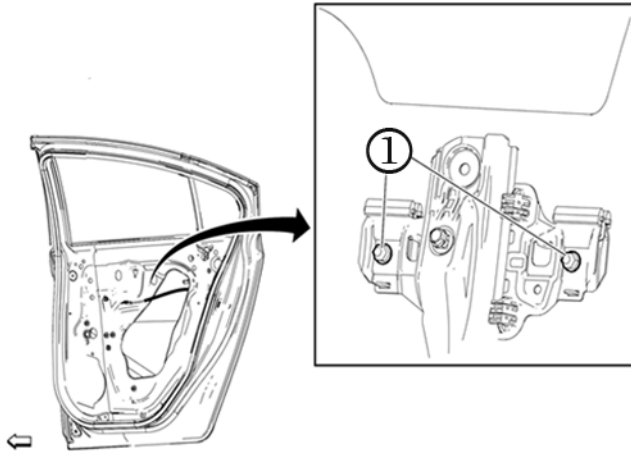


Important: DO NOT replace the window regulator assembly to correct this condition.

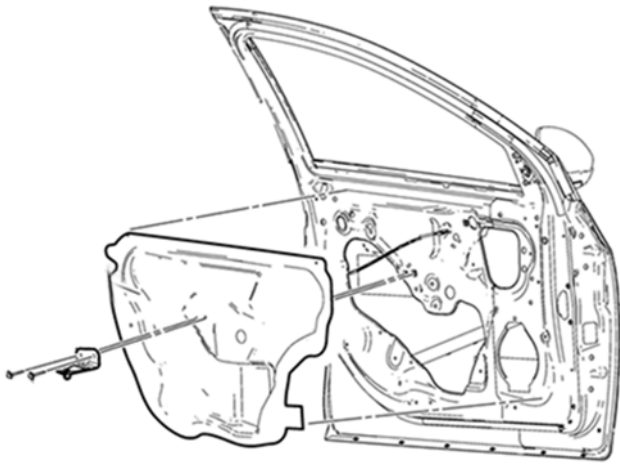
Note: One example of the Wurth RTV is shown in the graphic above. Packaging may vary between the various part numbers listed below.

Apply Wurth RTV Silicone Clear*, or equivalent, to the window regulator clamp rubber inserts on the affected door following the Service Procedure below.

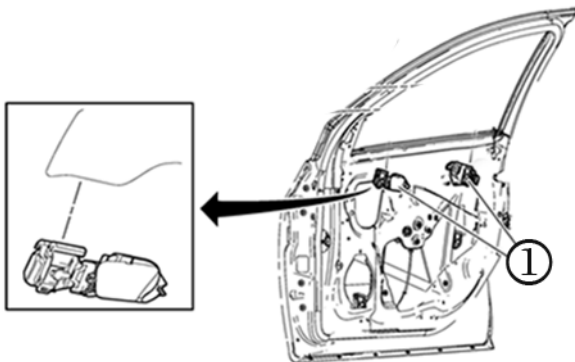
Service Procedure



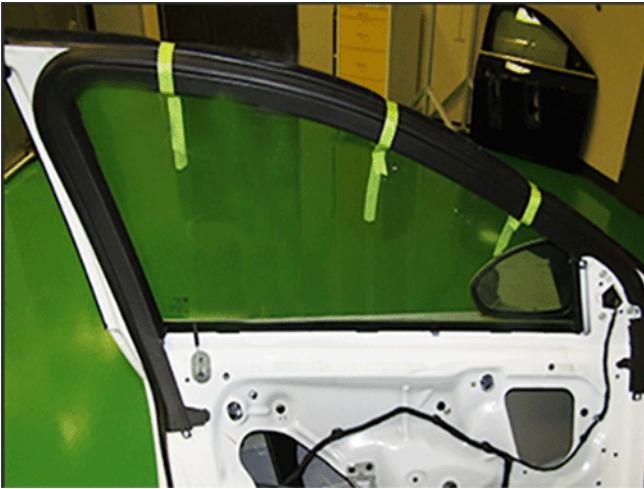
Note: The procedure and graphics below are showing a front side door. If working on a rear door, the regulator would look like the one shown in the graphic above, but the service procedure would be similar.



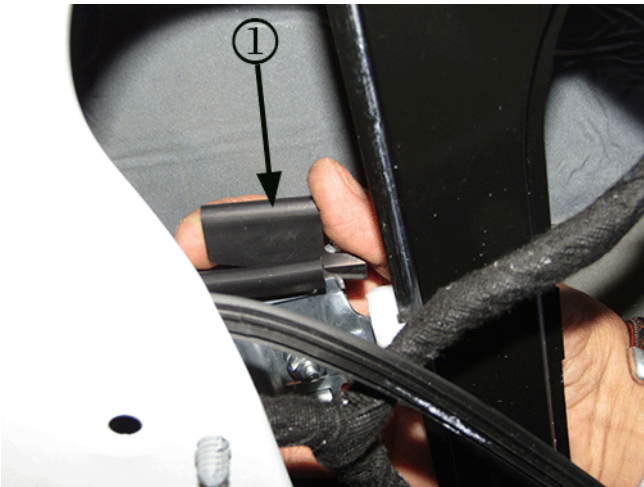
1. Remove the door trim panel and the water deflector on the affected door. Refer to the appropriate *Side Door Water Deflector Replacement* in SI.



2. Whether attached or separated from the regulator, loosen the window regulator sash nuts (1) and pull upward to release the window from the sash.



3. After detaching the window from the regulator, manually move the window to its full up position, and securely tape to the window frame.



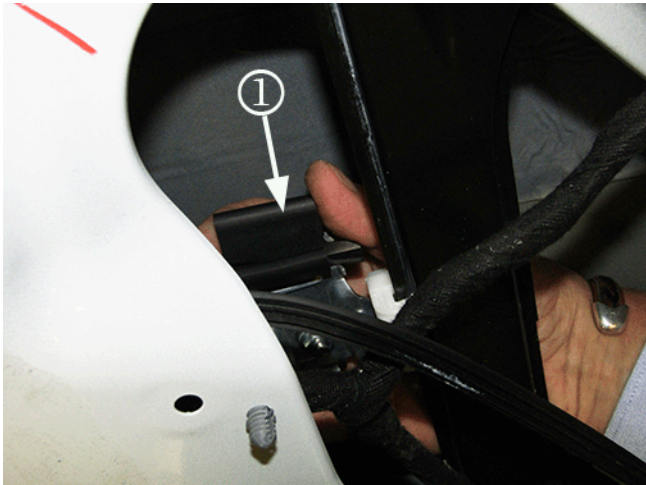
4. Locate the front and rear window regulator clamp rubber inserts and remove them from the regulator.



5. Using 80 grit sandpaper, lightly sand the inside surfaces of each rubber insert.



6. Using Kent Automotive Acrysol,® or equivalent cleaner, wipe the sanded surfaces of each insert.

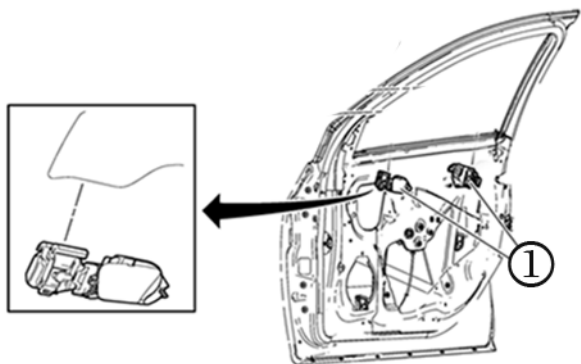


Important: When installing the inserts, ensure they are positioned with the wing to the inboard side, at each location.

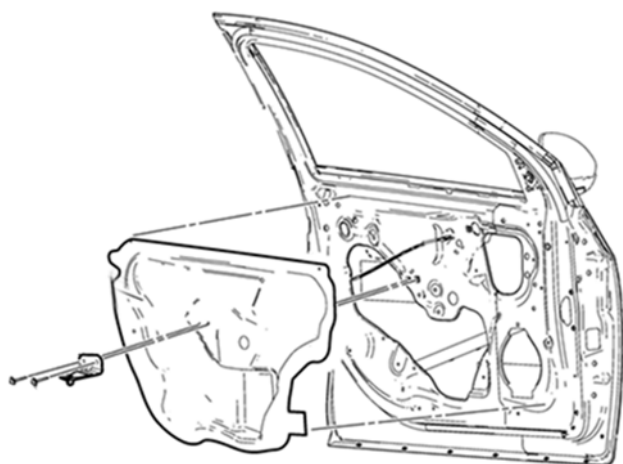
7. Reinstall the rubber inserts to the regulator clamps.



8. Apply Wurth RTV Silicone Clear*, or equivalent, evenly across the channel of each rubber insert.
9. Reconnect the door switch enough to power the regulator upward until the window seats into each regulator sash.



10. Tighten the window regulator sash nuts to 11 Y (97 lb in).
11. Leave the window taped in place for the amount of time recommended by the RTV silicone manufacturer.



12. Reinstall the water deflector and door trim panel. Refer to the appropriate *Side Door Water Deflector Replacement* in SI.

* We believe this source and their products to be reliable. There may be additional manufacturers of such products/materials. General Motors does not endorse, indicate any preference for, or assume any responsibility for the products or material from this firm or for any such items that may be available from other sources.

Parts Information

Note: Wurth RTV Silicone Clear is available through various local distributors. Contact the appropriate Wurth site for your area AND reference the part table below for the appropriate part number.

- USA Dealers: Contact Wurth through website www.wurthusa.com, by e-mail at www.customer.service@wurthusa.com, or by calling 1-800-987-8487
- Canadian Dealers: Contact their local Wurth representative, or visit Wurth Canada at www.wurthcanada.com or by email: nationalaccounts@wurth.ca.
- International/Export Dealers: There is different contact information for each country. Visit global website www.Wuerth.com to search for the closest local Würth country contact.

Description	Part Number	Material Allowance
Wurth RTV Silicone Clear	08909104 (USA)	\$3.35 (U.S.)
	890.914 (Canada/Export)	\$4.45 (Canada)
	08933314 (Europe)	

* There is enough material to service approximately six vehicles. Store the remaining material for future use.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2080758*	Apply RTV Silicone to Window Regulator Clamp Rubber Inserts	0.7 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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