



NUMBER: 23-009-16

GROUP: Body

DATE: February 18, 2016

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SUBJECT:

Binding Noise When Cycling Front Door Windows

OVERVIEW:

This bulletin involves inspecting and if necessary, replacing noisy front left, right, or both window regulators.

MODELS:

2016	(RT)	Chrysler Town & Country
2016	(RT)	Dodge Grand Caravan

**NOTE: This bulletin applies to vehicles within the following markets/countries:
NAFTA, EMEA, and LATAM.**

NOTE: This bulletin applies to vehicles built on or after September 03, 2015 (MDH 0903XX) and on or before September 07, 2015 (MDH 0907XX).

SYMPTOM/CONDITION:

The customer may describe an abnormal noise is heard when either the front left or right window is opened or closed.

DIAGNOSIS:

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68030655AA	Regulator Assy - LT
1 (AR)	68030654AA	Regulator Assy - RT

REPAIR PROCEDURE:

NOTE: If comparison is needed, defective front window(s) should be significantly louder than the rear windows when cycled.

1. While listening carefully, open and close the front left window.
2. While listening carefully, open and close the front right window.
3. Are any abnormal noises such as rubbing or binding heard while opening or closing the two front windows?
 - a. YES >>> Proceed to [Step #4](#).
 - b. NO >>> This bulletin does not apply.
4. Replace noisy left or right front window regulator(s). Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body > Door - Front > Regulator, Window > Removal/Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-34-10-9E	Regulator, Window - Inspect/Replace One Window Regulator (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.9 Hrs.
23-34-10-9F	Regulator, Window - Inspect/Replace Both Window Regulators (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.6 Hrs.

FAILURE CODE:

ZZ	Service Action
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