

**18-2091**19 March
2018

TECHNICAL SERVICE BULLETIN

Front Window Glass Jumps/Chatters During Up/Down Travel

This bulletin supersedes 17-2267. Reason for update: Incorrect or Missing Parts

Model:

Ford 2016-2017 Explorer

Summary

This article supersedes TSB 17-2267 to update the Parts List and vehicle application.

Issue: Some 2016-2017 Explorer vehicles may exhibit front window glass that jumps/chatters during up/down movement.

Action: Follow the Service Procedure steps to correct the condition.

Parts

Part Number	Description	Quantity
W701014-S441	Window Regulator Nut	2
JB5Z-7821596-A	Upper Glass Run - Right Side	1
JB5Z-7821597-A	Upper Glass Run - Left Side	1
JB5Z-7823208-A	Window Regulator - Right Side	1
JB5Z-7823209-A	Window Regulator - Left Side	1
JB5Z-7821410-A	Door Glass, Base/Police - Right Side	1
JB5Z-7821411-A	Door Glass, Base/Police - Left Side	1
JB5Z-7821410-B	Door Glass, XLT/Sport/Limited/Platinum - Right Side	1
JB5Z-7821411-B	Door Glass, XLT/Sport/Limited/Platinum - Left Side	1
JB5Z-14630-B	Wire Harness, Police - Right Side	1
JB5Z-14631-B	Wire Harness, Police - Left Side	1
JB5Z-14630-C	Wire Harness, Base - Right	1
JB5Z-14631-C	Wire Harness, Base - Left	1
JB5Z-14630-D	Wire Harness, XLT - Right Side	1
JB5Z-14631-D	Wire Harness, XLT - Left Side	1
JB5Z-14630-E	Wire Harness, Sport 400A - Right Side	1
JB5Z-14631-E	Wire Harness, Sport 400A - Left Side	1
JB5Z-14630-A	Wire Harness, Sport 401A/Limited/Platinum - Right Side	1
JB5Z-14631-A	Wire Harness, Sport 401A/Limited/Platinum - Left Side	1
JB5Z-78237A04-A	Water Shield - Right Side	1
JB5Z-78237A05-A	Water Shield - Left Side	1
JB5Z-9923394-A	Window Motor, Less Memory Seats - Right Side	1

JB5Z-9923395-A	Window Motor, Less Memory Seats - Left Side	1
JB5Z-9923394-B	Window Motor, Memory Seats - Right Side	1
JB5Z-9923395-B	Window Motor, Memory Seats - Left Side	1
PM-13-A	Motorcraft® Anti-Corrosion Coating	1
Obtain Locally	Clear Packaging Tape	1

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.

Labor Times

Description	Operation No.	Time
2016-2017 Explorer Without Memory Seats: Replace Window Components Following The Service Procedure Includes Time To Modify Door (Do Not Use With Any Other Labor Operations)	182091A	2.2 Hrs.
2016-2017 Explorer With Memory Seats: Replace Window Components Following The Service Procedure Includes Time To Modify Door And Reprogram Door Modules (Do Not Use With Any Other Labor Operations)	182091B	2.4 Hrs.

Repair/Claim Coding

Causal Part:	7823209
Condition Code:	42

Drive	Tool Name
1/4"	Power Tool
1/4"	Ratchet
1/4"	Torque Wrench
1/4"	4" Extension
1/4"	10 mm Deep Socket
1/4"	10 mm Magnetic Socket
1/4"	Torx® T20 Socket
	Drill
	9 mm Drill Bit
	6.5 mm Drill Bit
	Hammer
	Center Punch
	Small Pick
	Pocket Flat Head Screwdriver
	Ruler
	Digital Caliper
	Marking Tool
	Small Needle Nose Pliers

Trim Tools

Service Procedure

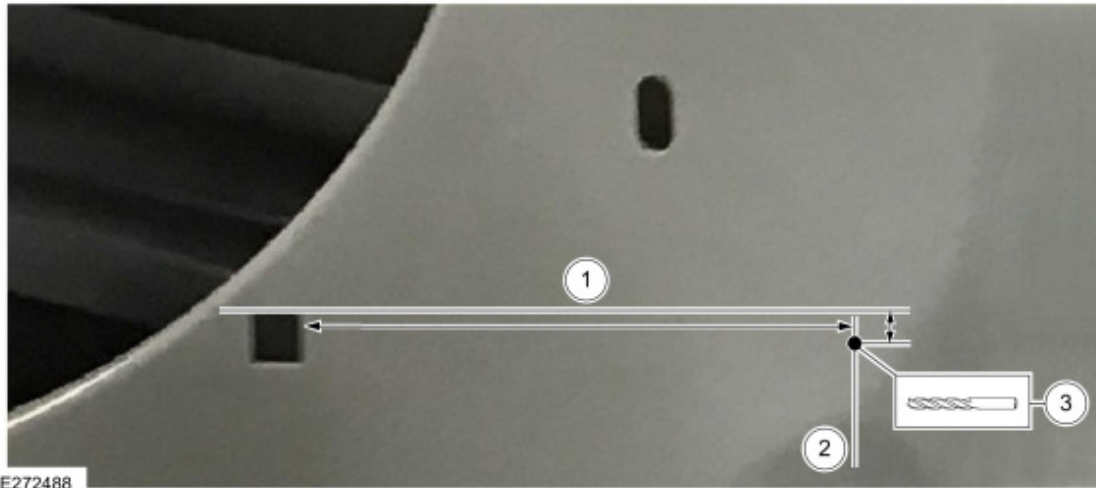
1. Remove the front window regulator and motor. Refer to Workshop Manual (WSM), Section 501-11.
2. Remove the front door glass. Refer to WSM, Section 501-11.
3. Remove the front door glass top run. Refer to WSM, Section 501-11.
4. Disconnect and remove the front door wiring harness.
5. Locate and drill the new regulator hole.
 - (1). Place a ruler horizontally along the top edge of square hole shown in Figure 1 draw a line 65 mm (2.5 inch) long. Refer to callout 1 in Figure 2. (Figures 1 - 2)
 - (2). Measure 46 mm (1.8 inch) from the door latch side edge of the square hole and place a vertical mark at the intersection of the horizontal line drawn in Step 5(1). Refer to callout 2 in Figure 2.
 - (3). Measure down 2 mm (0.08 inch) from the horizontal line along the vertical line and place a mark. Refer to callout 3 in Figure 2.
 - (4). Place a centering mark at the location marked in Step 5(3) using a hammer and center punch and drill a 9 mm (0.35 inch) diameter hole.

Figure 1



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Figure 2



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6. Locate and drill the new wiring harness retention clip hole.

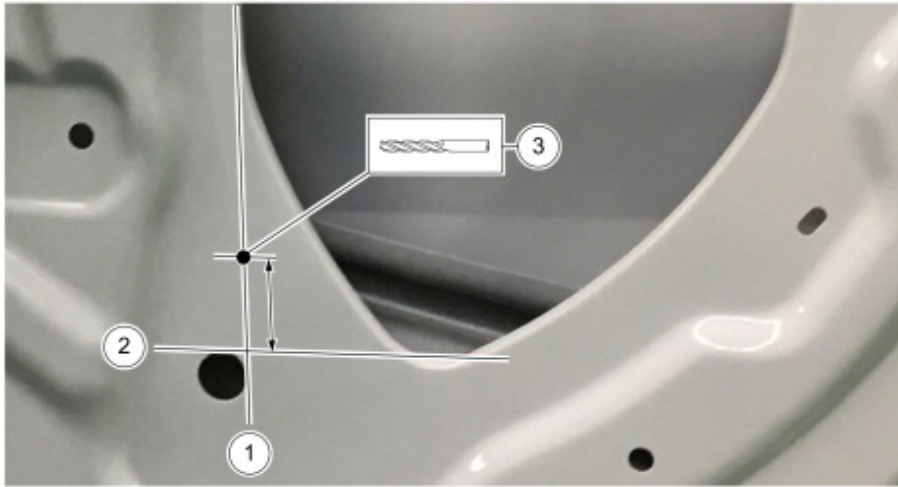
- (1). Place a straight edge vertically along the edge of the large stamped regulator access opening in the door on the door hinge side of the opening and draw a line that extends to the bottom of the stamped opening. (Figure 3)
- (2). Place the straight edge horizontally along the lowest point of the stamped opening and across the top of the round hole towards the door hinge side of the door and draw a line between the bottom of the stamped opening and the hole. Refer to callout 2 in Figure 4.
- (3). Measure up 32 mm (1.25 inch) from the horizontal line along the vertical line and place a centering mark using a center punch and hammer. (Figure 4)
- (4). Drill a 6.5 mm (0.25 inch) diameter hole. Refer to callout 3 in Figure 4.
- (5). Apply Motorcraft® Anti-Corrosion Coating to all drilled holes.

Figure 3



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Figure 4



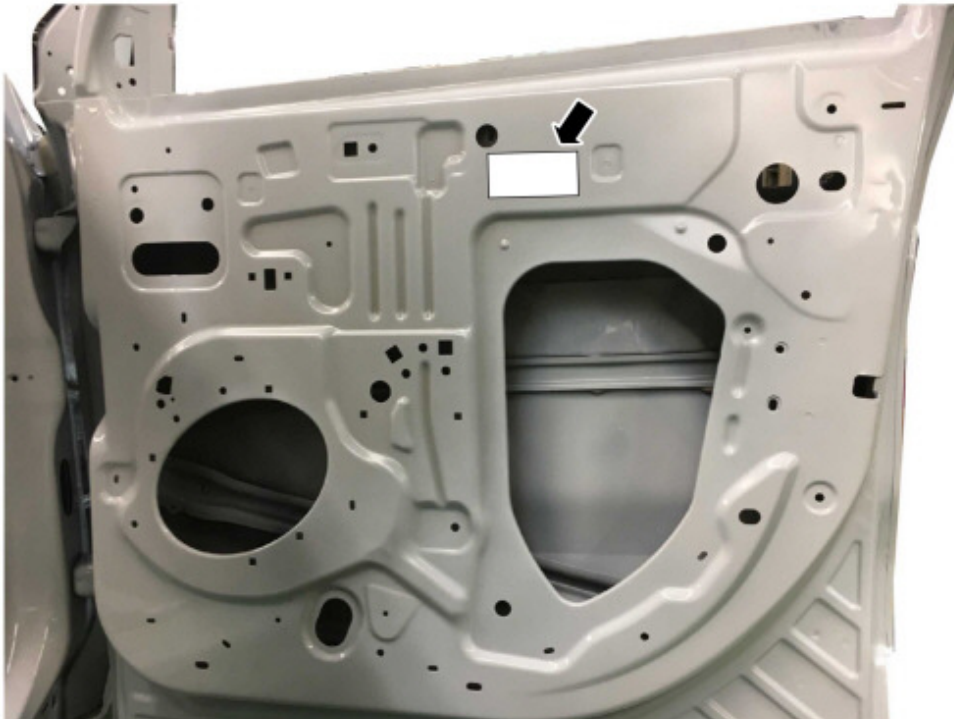
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7. Print and cut out the information label.

(1). [Click on this link to retrieve the information label.](#)

(2). Attach the information label to the door sheet metal above the window regulator access opening using clear packaging tape completely covering the label with tape. (Figure 5)

Figure 5



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8. To install the new wiring harness, door glass top run, door glass, window regulator, window motor, water shield, and door trim panel, reverse the removal procedure.

9. Repeat Steps 1-8 on the other front door.

10. Is the vehicle equipped with memory seats?

(1). Yes - reprogram the driver and passenger door modules using Integrated Diagnostic System (IDS) or

Ford J2534 Diagnostic Software (FJDS) release 108.01 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com.

(2). No - repair is complete.

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