



Applies To: **See VEHICLES AFFECTED**

February 1, 2019

Supersedes 13-097, dated October 30, 2013, to revise the information highlighted in **yellow**

Front Window(s) Will Not Go Up

REVISION SUMMARY

Revised information under **REPAIR PROCEDURE**

SYMPTOM

The front window(s) will not go up.

POSSIBLE CAUSE

Clearance between the motor pinion and the plate hole causes the plate body to flex, which allows the gear to move up and jump off the motor teeth.

VEHICLES AFFECTED

2012 Civic 2-door:

From VIN 2HGFG3...CH562105 thru
2HGFG3...CH567611

2012 Civic 2-door Si:

From VIN 2HGFG4...CH708919 thru
2HGFG4...CH710094

2012 Civic 4-door:

From VIN 19XFB2...CE097953 thru
19XFB2...CE110594

From VIN 19XFB2...CE382223 thru
19XFB2...CE393174

From VIN 2HGFB2...CH600604 thru
2HGFB2...CH613113

2012 Civic 4-door Si:

From VIN 2HGFB6...CH706558 thru
2HGFB6...CH706874

2013 Civic 2-door:

From VIN 2HGFG3...DH500047 thru
2HGFG3...DH500146

2013 Civic 4-door:

From VIN 2HGFB2...DH300014 thru
2HGFB2...DH300151

From VIN 2HGFB2...DH500093 thru
2HGFB2...DH511862

From VIN 19XFB2...DE000015 thru
19XFB2...DE001126

From VIN 19XFB2...DE200001 thru
19XFB2...DE200872

CORRECTIVE ACTION

Replace the affected front window regulator and motor.

PARTS INFORMATION

Driver's Window Regulator (2-door):
P/N 72251-TS8-A01

Driver's Window Regulator (4-door):
P/N 72251-TR0-A01

Front Passenger's Window Regulator (2-door):
P/N 72211-TS8-A01

Front Passenger's Window Regulator (4-door):
P/N 72211-TR0-A01

Driver's Window Motor (2-door, DX only):
P/N 72255-TP8-J01

Driver's Window Motor (2/4-door):
P/N 72255-TR0-A11

Front Passenger's Window Motor (2/4-door):
P/N 72215-TR0-A01

WARRANTY CLAIM INFORMATION

The normal warranty applies.

Civic 2-Door

OP#	Description	FRT
8261B4	Replace one front window regulator and motor.	0.5
A	Replace the opposite front window regulator and motor. ADD	0.5

Failed Part: P/N 72211-TS8-A01

Defect Code: 03217

Symptom Code: 00101

Skill Level: Repair Technician

Civic 4-Door

OP#	Description	FRT
8261B5	Replace one front window regulator and motor.	0.4
A	Replace the opposite window regulator and motor. ADD	0.4

Failed Part: P/N 72251-TR0-A01

Defect Code: 03217

Symptom Code: 00101

Skill Level: Repair Technician



REPAIR PROCEDURE

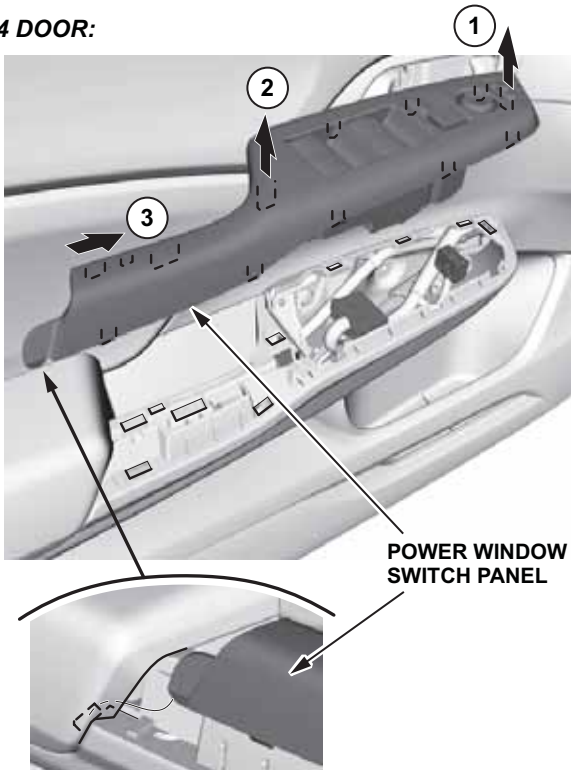
1. Remove the grip trim.

2 DOOR:



GRIP TRIM

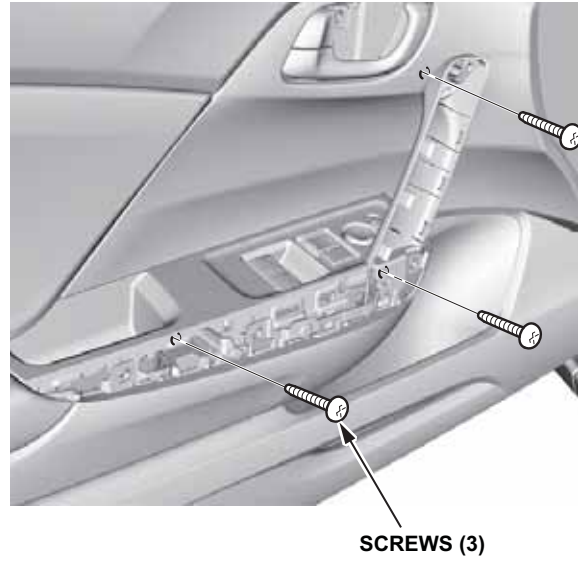
4 DOOR:



POWER WINDOW SWITCH PANEL

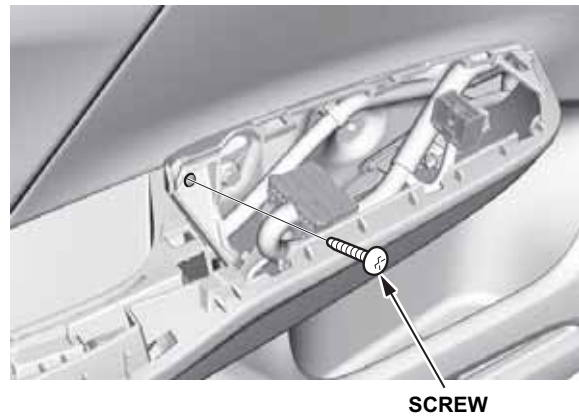
2. Remove the screws.

2 DOOR:



SCREWS (3)

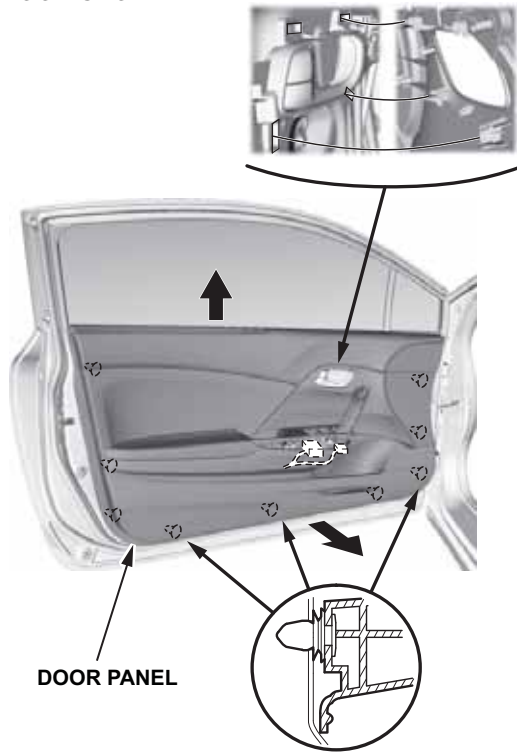
4 DOOR:



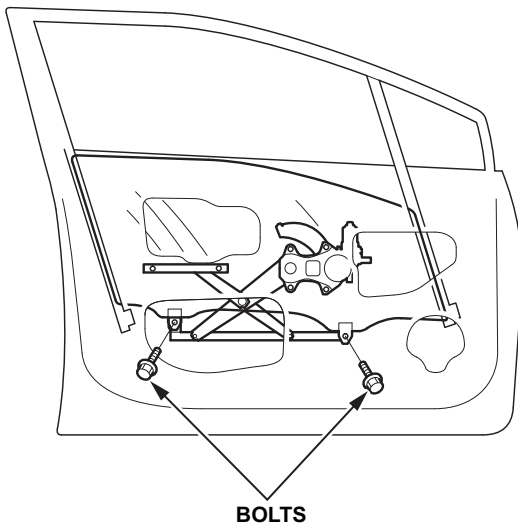
SCREW

3. Remove the door panel and the plastic cover.

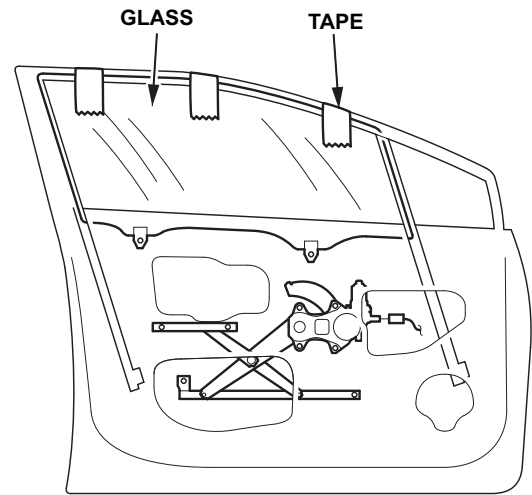
2 DOOR SHOWN:



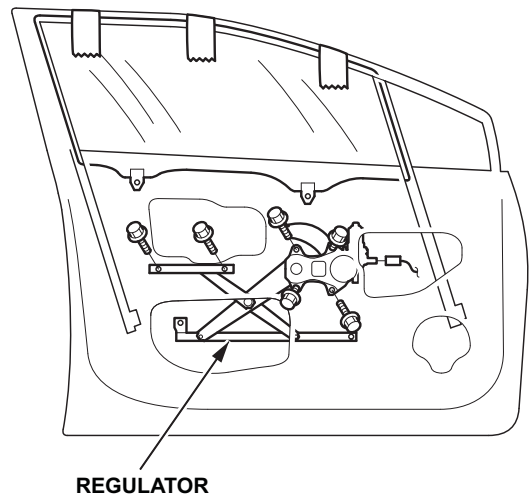
4. Remove the bolts.



5. Pull the glass all the way up and secure it.

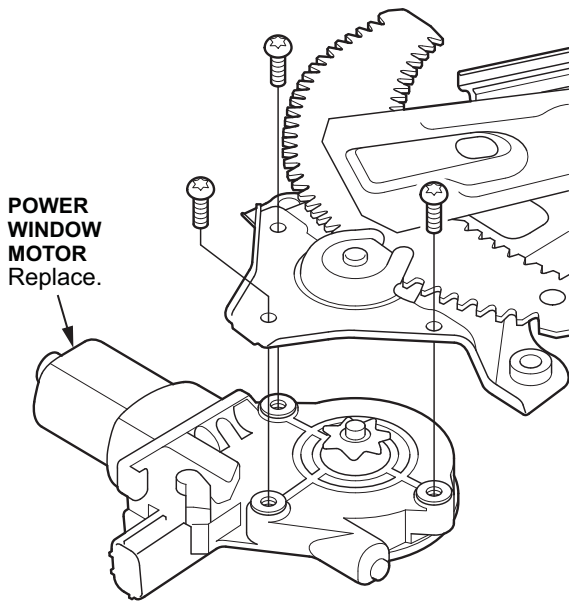


6. Remove the regulator.



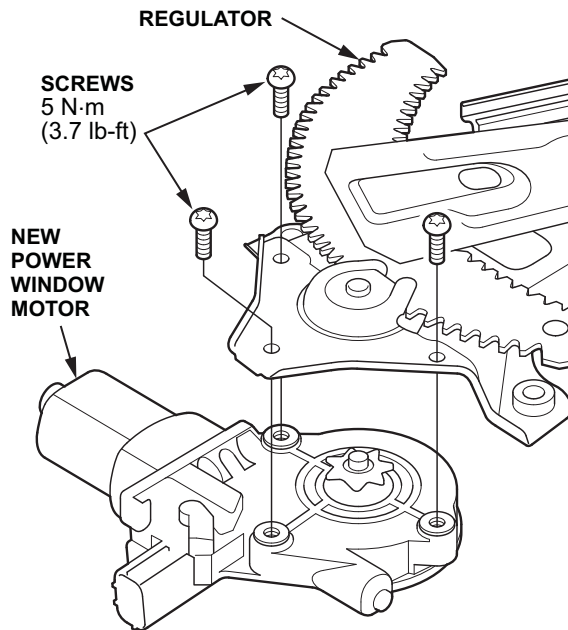
7. Remove the power window motor.

NOTE: The screw threads on the new power window motor are not tapped. **Install the new motor reusing the original self-tapping screws.**



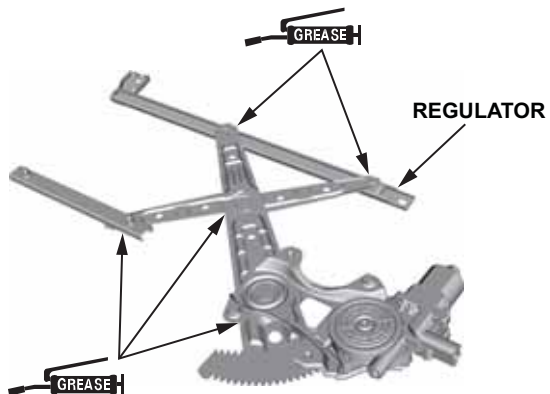
8. Install the new power window motor onto the new regulator. Tighten the screws until the screw head contacts the linkage.

- Screw in the self-tapping screws, keeping them vertical.
- Do not use an air tool or impact wrench to install the screws.
- Use only the self-tapping screws provided with the motor.



9. Loosen the screws, then retighten them to **5 N·m (3.7 lb-ft)**.

10. Apply multipurpose grease to all the sliding surfaces of the regulator.



11. Install the regulator and torque the bolts to **9.4 N·m (6.9 lb-ft)**.

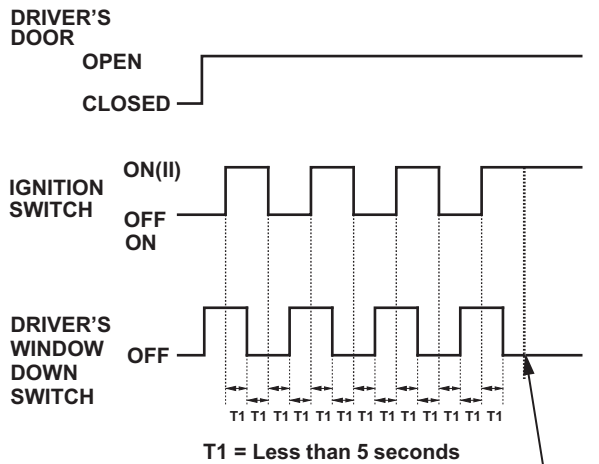
12. While holding the glass, remove the tape.

13. Install the bolts and torque them to **9.4 N·m (6.9 lb-ft)**.

14. Install the plastic cover and the door panel.

RESETTING THE POWER WINDOW CONTROL UNIT

1. Turn the ignition switch to ON (II).
2. Move the driver's window all the way down with the driver's window down switch.
3. Open the driver's door.
NOTE: Steps 4 through 7 must be done within 5 seconds of each other.
4. Turn the ignition switch to LOCK (0).



Power window memory cleared.

5. Push and hold the driver's window down switch.
6. Turn the ignition switch to ON (II).
7. Release the driver's window down switch.
8. Repeat step 4 thru 7 three more times.
9. Wait at least 1 second.
10. Move the driver's window all the way down with the driver's window down switch.
11. Pull up and hold the driver's window up switch until the window reaches the fully closed position, then continue to hold the switch for at least 1 second.
12. Confirm that the power window control is reset by using the driver's window auto up and auto down functions:
 - If the window still does not work in auto, repeat the procedure several times, paying close attention to the 5 second time limit between steps.
 - If the window still does not work, refer to the master switch input test.