



TECHNICAL SERVICE BULLETIN

Front Window Glass Jumps/Chatters During Up/Down Travel

19-2186
06 June 2019

Model:

Ford 2011-2015 Explorer
2011-2015 Police Interceptor Utility

Issue: Some 2011-2015 Explorer/Police Interceptor Utility vehicles may exhibit front window glass that jumps/chatters during up/down movement. This may be due to various conditions in the window motor including excessive drive gear backlash, bushing wear, and/or excessive end play. To resolve the condition, follow the Service Procedure steps to replace the window motor, window motor connector, window regulator, upper glass run, and door glass.

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- 2011-2015 Explorer/Police Interceptor Utility
- Exhibits front window glass that jumps/chatters during up/down movement

Parts

Part Number	Description	Quantity
W701014 S441	Window Regulator Nut	2
CU5Z-14A163-B	Wiring Harness Retainer Clip	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-78237A04-A	Water Shield, Right Side	1
JB5Z-78237A05-A	Water Shield, Left Side	1
JB5Z- 7821410-B	Door Glass, Right Side (XLT/Sport/Limited)	1
JB5Z- 7821411-B	Door Glass, Left Side (XLT/Sport/Limited)	1
JB5Z-9923394-A	Window Motor, Right Side (XLT/Sport/Limited)	1
JB5Z-9923395-A	Window Motor, Left Side (XLT/Sport/Limited)	1
BU2Z-14S411-ASA	Window Motor Connector - XLT/Sport/Limited	2
JB5Z-7821410-A	Door Glass, Right Side (Base/Police)	1
JB5Z-7821411-A	Door Glass, Left Side (Base/Police)	1
8A8Z-7423395-A	Window Motor, Right Side (Base/Police)	1
8A8Z-7423394-A	Window Motor, Left Side (Base/Police)	1
3U2Z- 14S411-ZLB	Window Motor Connector (Base/Police)	2
PM-13-A	Motorcraft® Anti-Corrosion Coating	1

NAI837X	Rotunda Coroplast Wiring Harness Tape	1
Obtain Locally	Clear Packaging Tape	1

Warranty Status: Warranty Status: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage. Warranty/ESP coverage limits/policies 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. For repairs covered by the New Vehicle Limited Warranty, completion of the procedure outlined in this TSB does not require obtaining Prior Approval or completion of a Cost Cap.

Labor Times

Description	Operation No.	Time
2011-2015 Explorer Without Memory Seats: Replace Window Components Following The Service Procedure Includes Time To Modify Door (Do Not Use With Any Other Labor Operations)	DR192186A	1.9 Hrs.
2011-2015 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)	DR192186B	2.2 Hrs.

Repair/Claim Coding

Causal Part:	7823209
Condition Code:	42

Tool List

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 screwdriver
	Ruler
	Digital Caliper
	Marking tool
	Small needle nose pliers
	Trim tool

Service Procedure

For repairs covered by the New Vehicle Limited Warranty, completion of the procedure outlined in this TSB does not require obtaining Prior Approval or completion of a Cost Cap.

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. Locate and drill the new regulator hole.
 - (1). Place a ruler horizontally along the top edge of square hole shown in Figure 1 and draw a line 65 mm (2.5 inch) long. Refer to Figure 2 Callout 1.
 - (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 4(1). (Figure 2 Callout 2)
 - (3). Measure down 2 mm (0.08 inch) from the horizontal line along the vertical line and place a mark. (Figure 2 Callout 3)
 - (4). Place a centering mark at the location marked in Step 4(3) using a hammer and center punch. Drill a 9 mm (0.35 inch) diameter hole.

Figure 1

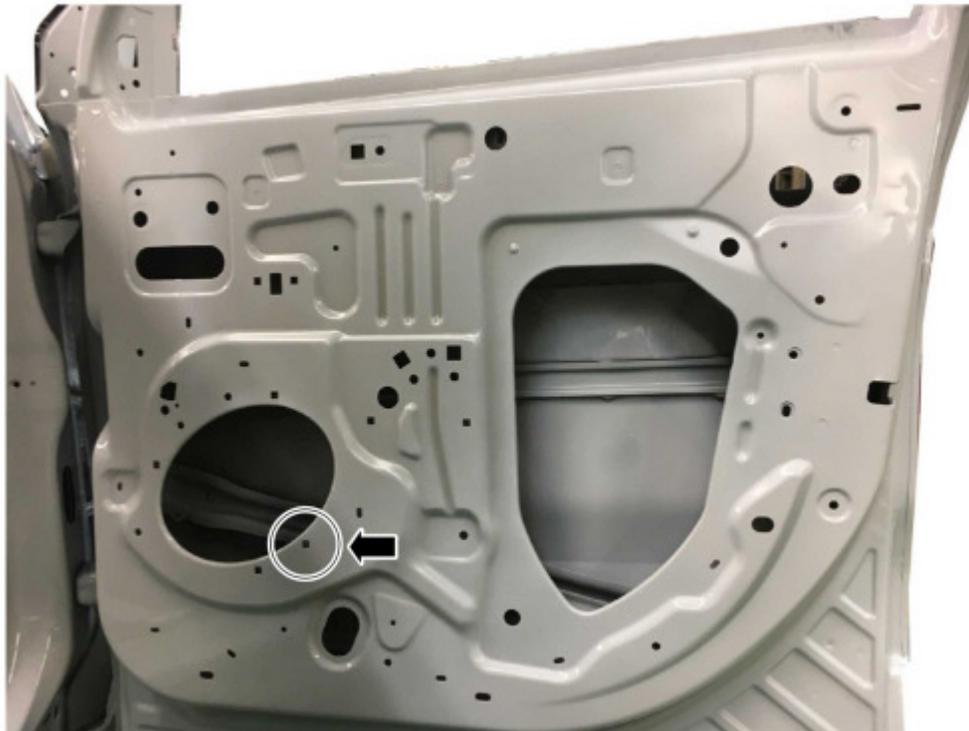
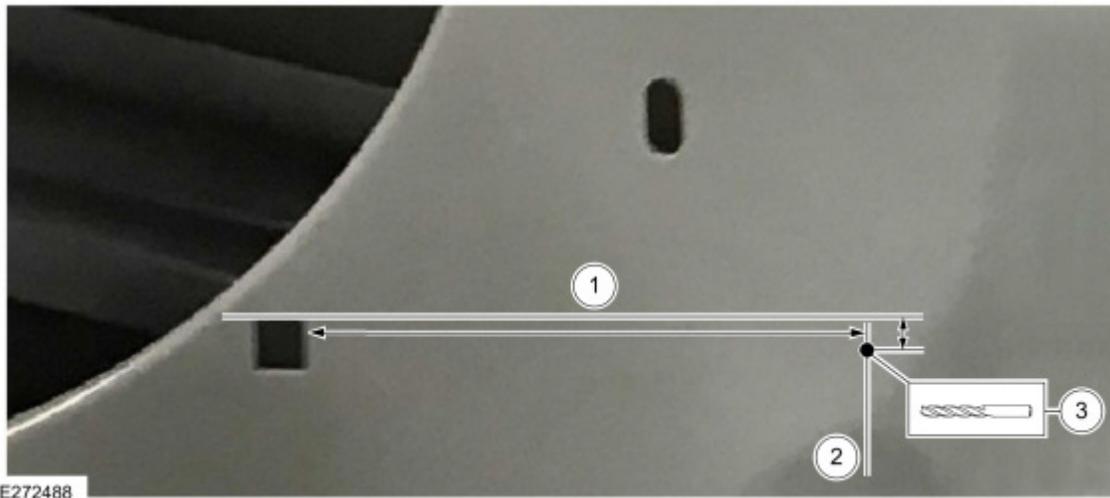


Figure 2



5. 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. (Figure 4 Callout 2)

(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)

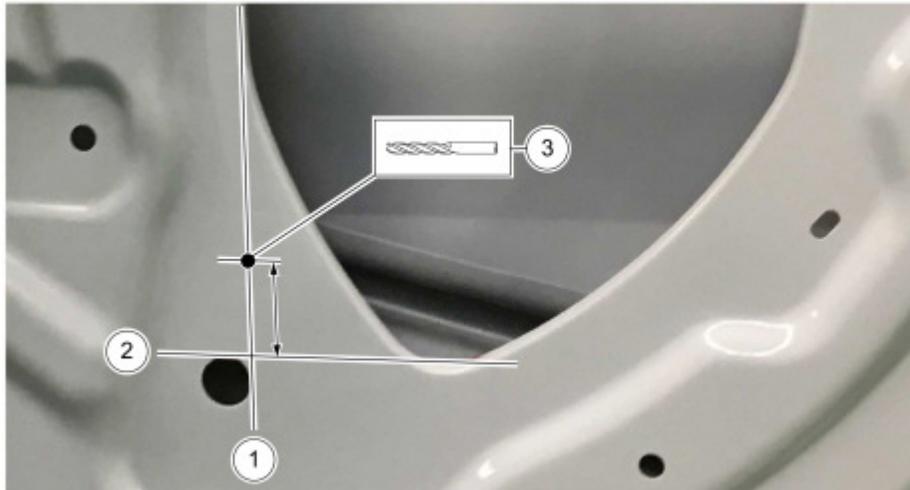
(4). Drill a 6.5 mm (0.25 inch) diameter hole. (Figure 4 Callout 3)

(5). Apply Motorcraft® Anti-Corrosion Coating to all drilled holes.

Figure 3



Figure 4



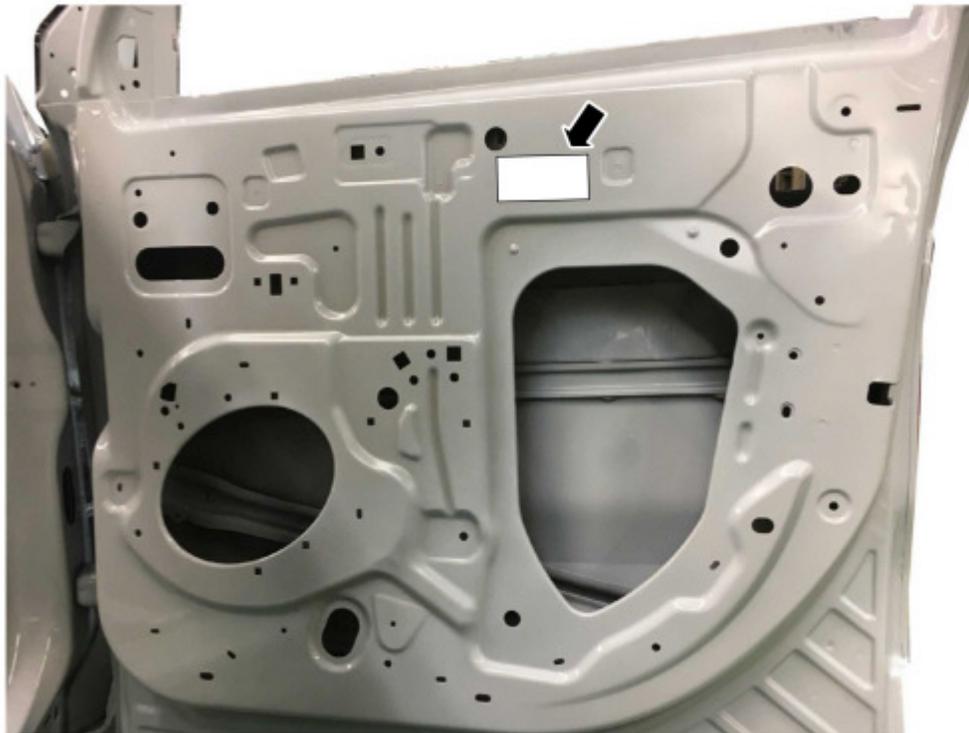
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6. Print and cut out the information label.

(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 to completely cover the label. (Figure 5)

Figure 5



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7. To install the new door glass top run, door glass, window regulator, and window motor, reverse the removal procedure.

8. To connect to the new window motor, the motor wiring harness take out must be extended 15 mm (0.6 in)

(1). Remove the existing retainer clip from the wiring harness take out.

- (2). Measure 115 mm (4.5 in) from the back of the window motor connector toward the main harness and attach the new retainer clip to the wiring harness and insert the clip into the hole drilled in Step 5.
 - (3). Note the location of the wires in the connector. Cut the window motor connector from the door harness at the window connector.
 - (4). Plug the pigtail into the window motor and cut the pigtail wires to the correct length to extend the window motor harness take out.
 - (5). Complete the connector installation following the installation instructions included with the kit.
 - For Police and base vehicles only (two wire window motor), the new window motor requires the two circuits to be reversed in the window motor connector. Refer to Wiring Diagram, Cell 100.
 - (6). Wrap the extended portion of the harness using Rotunda Coroplast Wiring Harness Tape or equivalent.
- 9.** Position the water shield back in place and install the door trim panel.
- 10.** Repeat Steps 1-9 on the other front door.
- 11.** Perform the window motor initialization. Refer to WSM, Section 501-11, General Procedures.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.