



NUMBER: 23-027-19

GROUP: 23 - Body

DATE: October 3, 2019

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

This service bulletin is also being released as Rapid Response Transmittal (RRT) 19-067, dated October 03, 2019. All applicable sold and un-sold RRT VINs have been loaded. To verify that this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

SUBJECT:

Door Glass Stops Prior To Full Up Or Down Position

OVERVIEW:

This bulletin involves testing and if necessary, replacing the window regulator motor on one or both doors.

MODELS:

2019 (LA) Dodge Challenger

NOTE: This bulletin applies to vehicles within the following markets/countries: North America.

NOTE: This bulletin applies to vehicles built on or after June 06, 2019 (MDH 0606XX) on or before July 18, 2019 (MDH 0718XX) equipped with Pwr Windows, Front 1-Touch Down (Sales Code JPY).

SYMPTOM/CONDITION:

The customer may describe the following:

- The door glass may stop prior to reaching full up or down position on one or both doors.

Upon further investigation the technician may find the following Diagnostic Trouble Code (DTC) has been set:

- B18BA-13 - Window Control - Circuit Open.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition or DTC, perform the Diagnostic Procedure.

1. Enter the vehicle and close the drivers door, then start the engine.
2. Test the selected window regulator in the full "UP" position.
3. Pull the selected window switch "UPWARDS" for approximately 1 second. There will be an audible click from the relay in the control module.

NOTE: Relay click will occur after approximately 0.5 second.

4. If at any time, during and after the 20 cycles, the motor thermal switch is suspected to have been tripped (there was no audible click heard from the relay in the control module), attempt to cycle the window "DOWN".
5. Repeat for a total of 20 window switch activations.
6. Does the window move down?
 - YES>>> The selected window regulator has passed, Make note on repair order. Proceed to [Step 7](#).
 - NO>>> The window regulator has failed. Make note on repair order and proceed to [Step 7](#).
7. Have you tested both window regulators?
 - YES>>> Proceed to [Step 8](#) of the Diagnostic Procedure.
 - NO>>> Start testing the other window regulator. Proceed to [Step 2](#) of the Diagnostic Procedure.
8. Did any of the window regulators fail?
 - YES>>> Replace the failed window regulator(s). Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin has been completed, use inspect LOP (23-34-10-9J) to close the active RRT.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68376200AA	Window Regulator Motor, Front Door RH
1 (AR)	68376201AA	Window Regulator Motor, Front Door LH

REPAIR PROCEDURE:

1. Replace the defective window regulator on one or both doors. Refer to the detailed service procedures available in DealerCONNECT> Service Library 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
23-34-10-9J	Regulator, Window - Inspect Both Sides (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-34-10-9K	Regulator, Window - Inspect and Replace One Side (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.8 Hrs.
23-34-10-9L	Regulator, Window - Inspect and Replace Both Sides (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.4 Hrs.

FAILURE CODE:

ZZ	Service Action
----	----------------