



TECHNICAL SERVICE BULLETIN

Front Window Glass Jumps/Chatters During Up/Down Travel

20-2072
06 March 2020

This bulletin supersedes 19-2382. Reason for update: Incorrect or Missing Parts

Model:

Ford 2016-2017 Explorer

Summary

This article supersedes TSB 19-2382 to update the Parts List.

Issue: Some 2016-2017 Explorer 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 endplay. To resolve the condition, replace the door glass top run, door glass, window regulator, window motor and wiring harness.

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

- 2016-2017 Explorer
- Front window glass jumps/chatter during up/down movement

NOTE: Part quantity refers to the number of that service part number required, which may be different than the number of individual pieces. Service part numbers contain 1 piece unless otherwise stated.

Parts

Part Number		Description	Quantity
W701014-S441	Package Contains 4 Pieces, 2 Pieces Required	Window Regulator Nut	1
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 Side	1
JB5Z-14631-C	-	Wire Harness, Base - Left Side	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 Without Memory Seats - Right Side	1
JB5Z-14631-E	-	Wire Harness, Sport Without Memory Seats - Left Side	1
JB5Z-14630-A	-	Wire Harness, Limited/Platinum/Sport With Memory Seats - Right Side	1
JB5Z-14631-A	-	Wire Harness, Limited/Platinum/Sport With Memory Seats - 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	As Needed
Obtain Locally	-	Clear Packaging Tape	As Needed

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool. For repairs covered by the NVLW, 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
2016-2017 Explorer Without Memory Seats: Replace Window Components Following The Service Procedure Includes Time To Modify Doors (Do Not Use With Any Other Labor Operations)	DR202072A	2.2 Hrs.
	DR202072B	2.4 Hrs.

2016-2017 Explorer With Memory Seats: Replace Window Components Following The Service Procedure Includes Time To Modify Doors And Reprogram Door Modules (Do Not Use With Any Other Labor Operations)

Repair/Claim Coding

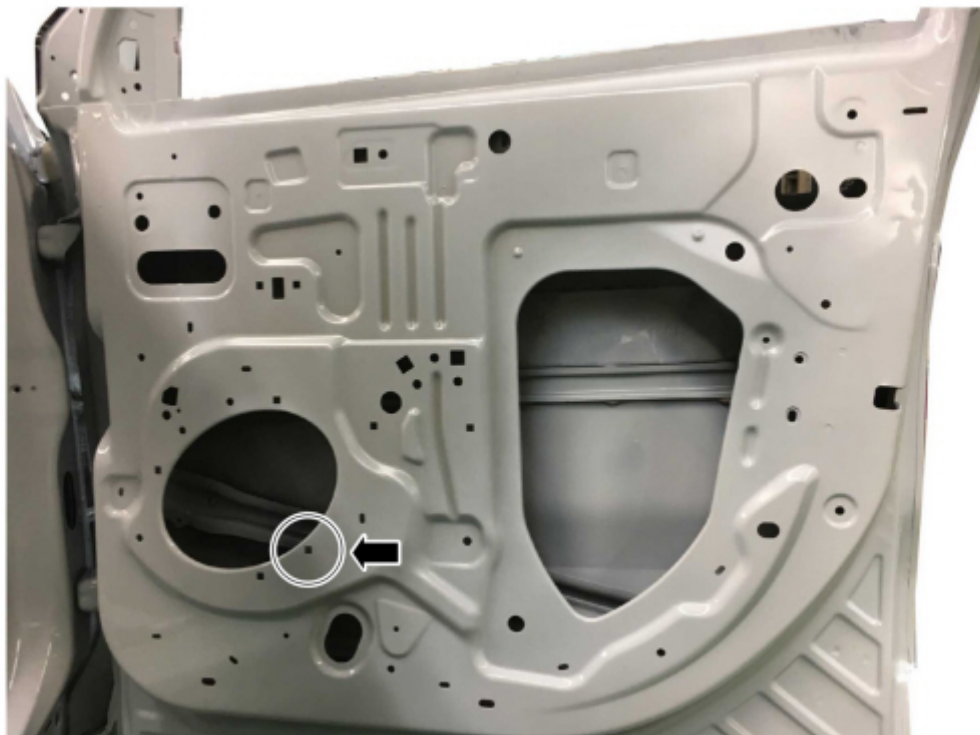
Causal Part:	7823209
Condition Code:	42

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.

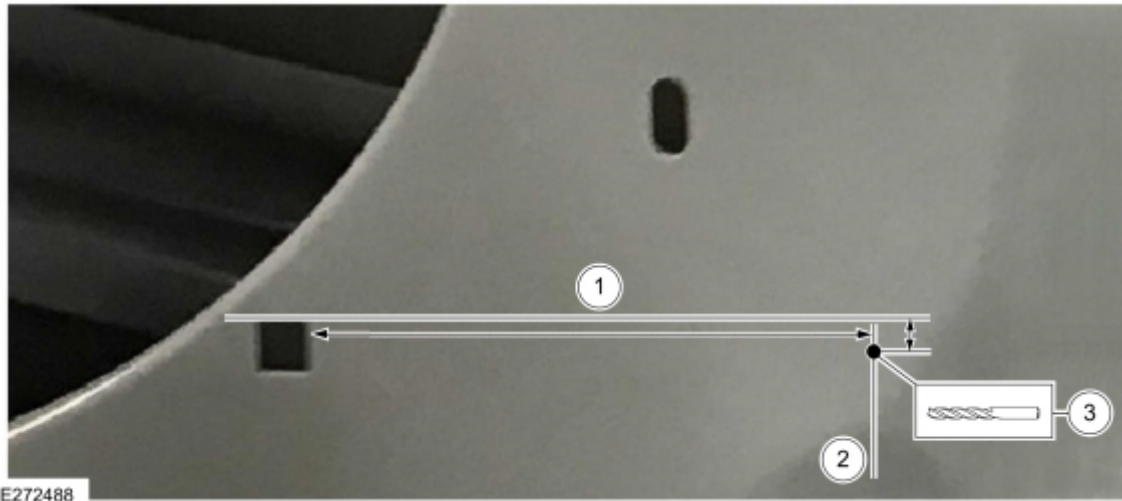
1. Remove the front window regulator and motor. Refer to Workshop Manual (WSM), Section 501-11.
2. Remove the front door glass. Refer to WSM, Section 501-11.
3. Remove the front door glass top run. Refer to WSM, Section 501-11.
4. Disconnect and remove the front door wiring harness.
5. Locate and drill 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 Figure 2, Callout 1. (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). (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 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



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)

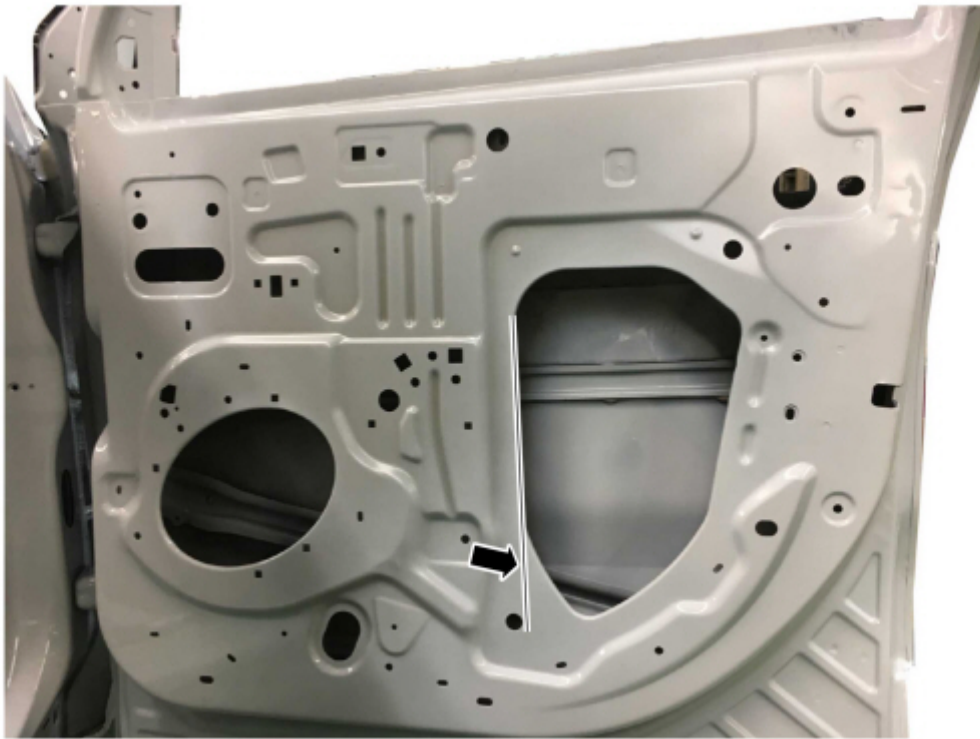
(2). Place the straight edge horizontally along the lowest point of the stamped opening and across the top of the round hole towards the door hinge side of the door and draw a line between the bottom of the stamped opening and the hole. (Figure 4, Callout 2)

(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)

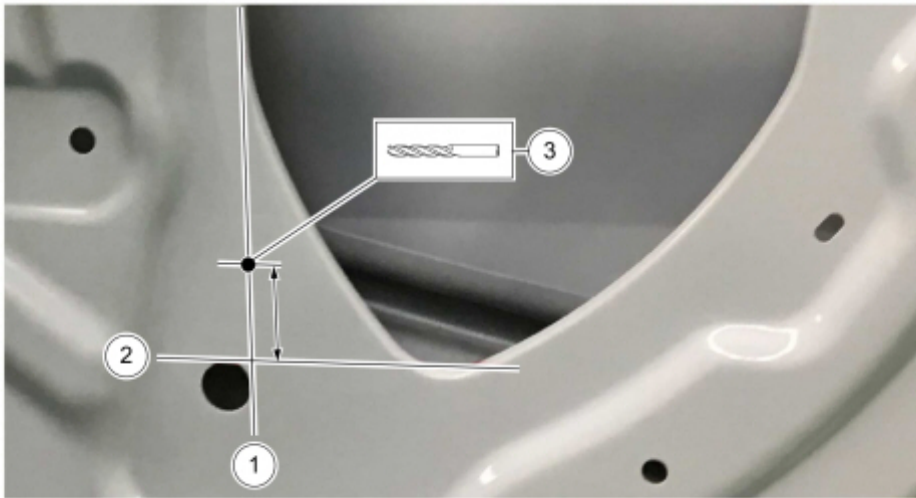
(5). Apply Motorcraft® Anti-Corrosion Coating to all drilled holes.

Figure 3



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Figure 4



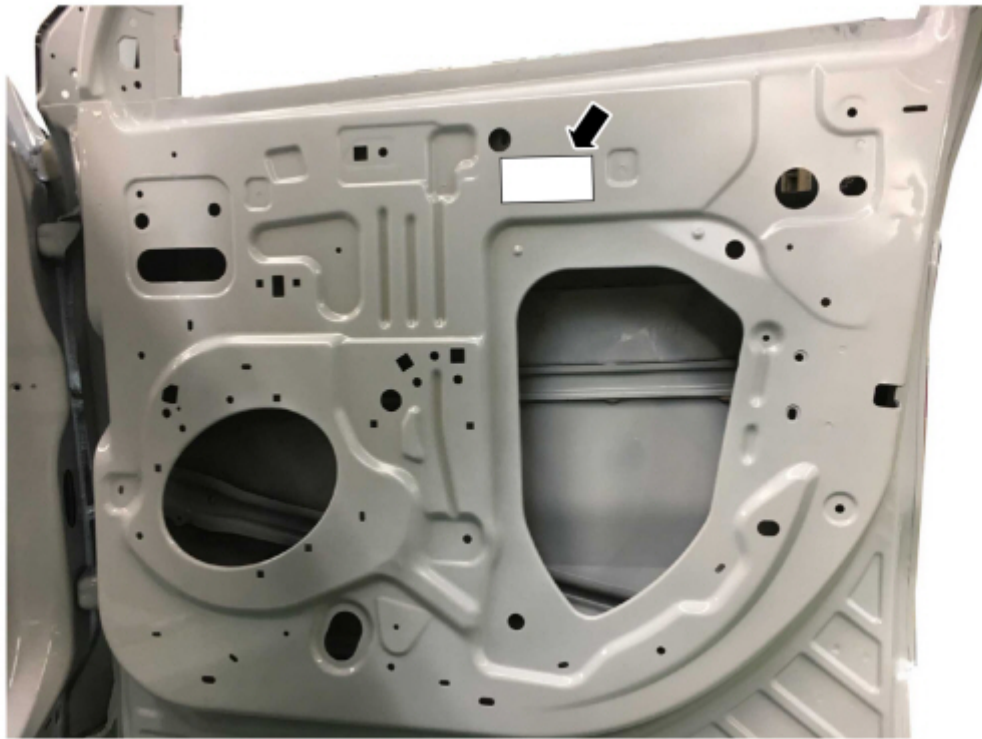
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7. Print and cut out the information label.

(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 the latest software level of the appropriate Ford diagnostic scan tool.
 - (2). No - repair is complete.

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