



## STAR ONLINE PUBLICATION

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**Case Number:** S1923000013

**Release Date:** 02/12/2020

**Symptom/Vehicle Issue:** Rear Door Window Binding And Or Difficult To Move

**Discussion:** Prior to replacement of any parts of the window system inspect the window glass run seals for proper installation. The glass can be pinched by an improperly installed glass run. The pinching can exist above the belt line or inside the door cavity. Most of the time simply using a trim stick to seat the glass channel will resolve the condition. If the seal will not relax where the fold or fit condition exists, it will be necessary to replace the weatherstrip.

Examples of rolled/pinched seals. Note this condition can exist inside the door cavity below the belt line also.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**

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