



GROUP
Electrical

MODEL
2020MY
Telluride (ON)

NUMBER
PS664

DATE
June 2020



TECHNICAL OPERATIONS

WINDOW LOGIC: INITIALIZATION PROCEDURE

This Pitstop provides information regarding the door window logic on some 2020MY~ Telluride (ON) vehicles, by design to improve wind noise, the window glass may lower 5 - 10 cm below the top door frame weather strip when the window is being closed. This is normal operation. However, if the door window does not remain in the closed position when utilizing Auto-Up feature, then a re-initialization may be needed to resolve the customer complaint. It is important to note that a capacitive discharge (battery disconnect) may not be sufficient in resetting door window motor memory. Failure to follow the procedure outlined in this Pitstop can result in a warranty claim chargeback for unnecessary part replacement.

Initialization Procedure:

1. Lower the door window glass by pressing down on the door switch.
2. Place a trim tool (A) between the glass and frame as shown below and hold firmly.



CAUTION

Ensure a tool is used and not your hand or other body parts, as injury may result.

3. Pull the Auto-Up door switch (B) up until the glass window comes in contact with the object, the window glass will automatically cycle down about halfway due to Anti Pinch Function.
4. Repeat Step 3, for a total of 3 times. After the 3rd time, the Auto-Up function should no longer work, which is an indication that the memory has cleared.
5. Press the door switch UP and hold the UP switch for 2-3 seconds after the window is closed.
6. Cycle the power window glass down & up fully to confirm that power window motor(s) has been initialized.