



STAR ONLINE PUBLICATION



Case Number: S2008000169

Release Date: 11/03/2020

Symptom/Vehicle Issue: Drivers Front Window Makes Noise While Raising And Lowering

Discussion: The Drivers Front window may make a noise while raising and lowering. This could be caused by the door module wiring harness making contact with window regulator glass mount as it moves up and down, or a broken door carrier plate.

Diagnosis: Remove the door trim panel and inspect the door carrier plate at the wiring harness that goes to the door latch. Run the power window up and down monitoring the location of the noise. Determine if the window regulator glass mount is making contact with the wiring harness, or if the door carrier plate is broken.

The glass mount will make contact with the wiring harness multiple times during each up and down cycle.

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



STAR ONLINE PUBLICATION



Window glass
mount and
harness contact



Door Carrier Plate/Window Regulator

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



STAR ONLINE PUBLICATION



**Top Down View Of Harness Making Contact With Rear Window Rail
(Door Carrier Plate Removed)**

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



STAR ONLINE PUBLICATION



Repair: If you determine the door carrier plate is broken and making the noise. Replace the door carrier plate.

If you determine that the window glass mount is making contact with the wiring harness. Follow the below repair procedure.



Push the harness against the carrier plate and pull through the excess length so it is located in the space between Door Latch Connector and Hook, away from the window rail. Use a Zip Tie or similar to secure the harness to the wiring harness retainer clip.

Be sure to keep any excess harness length between Latch and Hook.

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



STAR ONLINE PUBLICATION



Verification: Run the window up and down ensuring that the glass mounts no longer make contact with the wiring harness. Verify the harness is fully secured within the retainer clip and will not migrate over time back towards the window rail.

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