



Service Bulletin

Bulletin No.: 21-NA-046

Date: March, 2021

TECHNICAL

Subject: Loss of Window Motor Memory – Window Drops Down

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Terrain	2018	2021			All	All
Chevrolet	Equinox		2020				
Holden	Equinox						

Involved Region or Country	North America, Mercosur, Andean, Cent America/Caribbean, Australia, New Zealand, Middle East, Uzbekistan, Africa, Korea
Condition	Some customers may comment on a message on the instrument cluster, "Open Then Close Driver Window". They may also notice the front windows lowered enough to cause a wind noise, or by approximately 6mm (1/4") or more, after a drive cycle with high volume/high bass radio use.
Cause	The cause of the condition may be the window motor losing memory due to speaker vibration. It can occur with high volume/high bass radio use.
Correction	Install foam between the window motor and inner door panel, to dampen motor vibration/resonance.

Service Procedure

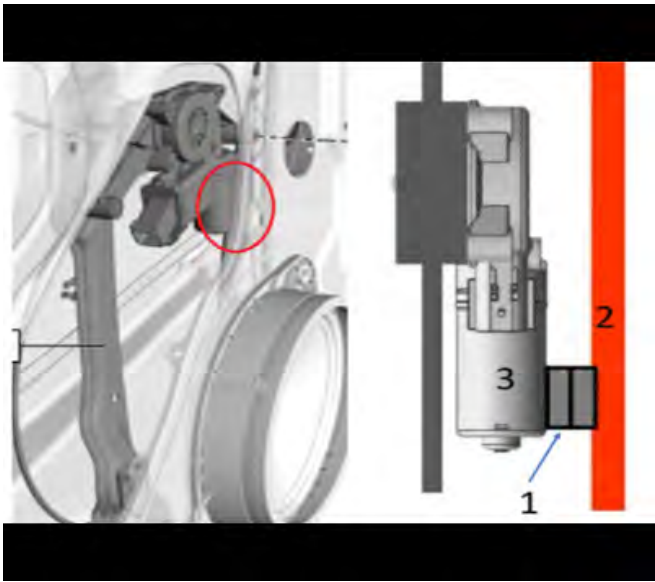
1. Remove the front door trim panel. See *Front Side Door Trim Replacement (Equinox)* or *Front Side Door Trim Replacement (Terrain)*.
2. Move the water deflector out of the way, to gain access to the window motor casing.

Note: In the graphic above, the foam is shown in the correct location on the motor housing, but will be applied to the inner door panel, not the motor housing.

3. Cut dense, adhesive backed, closed cell foam (Kent Automotive P/N 83327 or equivalent) to reach a 12 mm (1/2") thickness and 25 mm (1") square. In this example, there are 2-6 mm x 25 mm x 25 mm (1/4" x 1" x 1") squares adhered together.



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4. Make sure the inside of the inner door panel is clean, then adhere the foam (1) to the inside of the inner door panel (2), mounting it between the end of the motor housing (3) and inner door panel (2).

5. Reposition the water deflector.

Note: When reinstalling water deflector ensure integral locators are installed properly and that water deflector is secured and leakproof.

6. Reinstall the front door trim panel. See *Front Side Door Trim Replacement (Equinox)* or *Front Side Door Trim Replacement (Terrain)*.
7. Perform the Window Motor Relearn Procedure. See *Window Motor Programming - Express Function*.

Parts Information

Contact Kent Automotive at 1-888-YES-KENT or online at www.kent-automotive.com.

Causal Part	Description	Part Number	Qty
N/A	Adhesive Sponge Rubber Weatherstrip	83327 (or obtain local equivalent)	1

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
*1086328	Install Dampening Foam Pad On Inner Door Panel	0.5 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released March 04, 2021

