



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Window Smart Glass Feature Does Not Lower Or Raise Properly When Operating Door Handles

Customer Complaint/Technician Observation: Owner notices the door weatherstrip interferes with door opening or closing. Smart Glass feature that lowers the glass 10mm for opening/closing of the door may not be working.

Discussion: Prior to replacing any components in the door, follow this procedure.

1. Ensure exterior release cable is installed to the release lever.
2. Inspect the exterior handle release cable for slack. If slack is found, loosen the latch adjustment screw.
3. Cycle once (actuate handle and let return) to remove cable slack.
4. Tighten latch adjustment screw.

For more information refer to Service Library 23 - Body / Doors - Front / HANDLE, Exterior / Installation.

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, eCONTACT or Service Library entry if no solution is found.