



STAR ONLINE PUBLICATION



Case Number: S2223000055

Release Date: July 2022

Symptom/Vehicle Issue: Window Regulator Motor Assembly Servicing

Customer Complaint/Technician Observation: Parts are visibly different than what originally came on the vehicle. Electrical motor connector is different on service part.

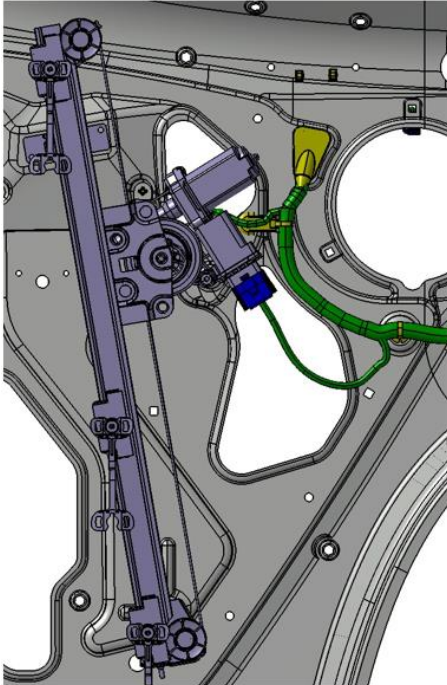
Discussion: An update was made to use the latest design window regulator on all versions of VF Promaster vans. The part is visibly different but functions and installs the same. The motor wire connector may differ from the harness and the harness may not reach the motor connector. A “bridge connector” or jumper harness is available to adapt the new regulator assembly to the existing door harness. Part number 68462445AA is the bridge connector harness. Refer to Star Parts for current parts information. See figures below.

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.

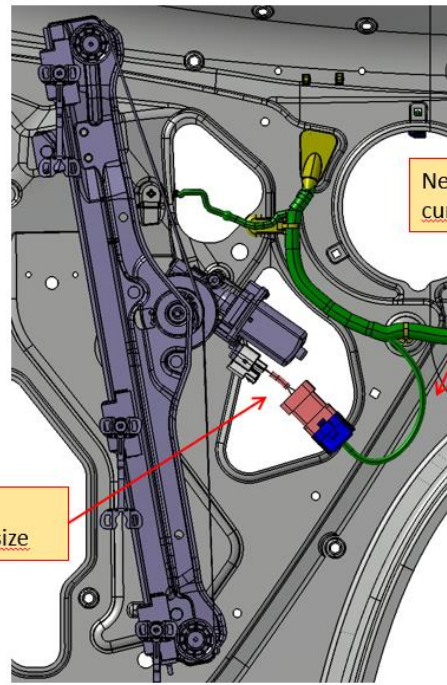
Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



STAR ONLINE PUBLICATION



Original design



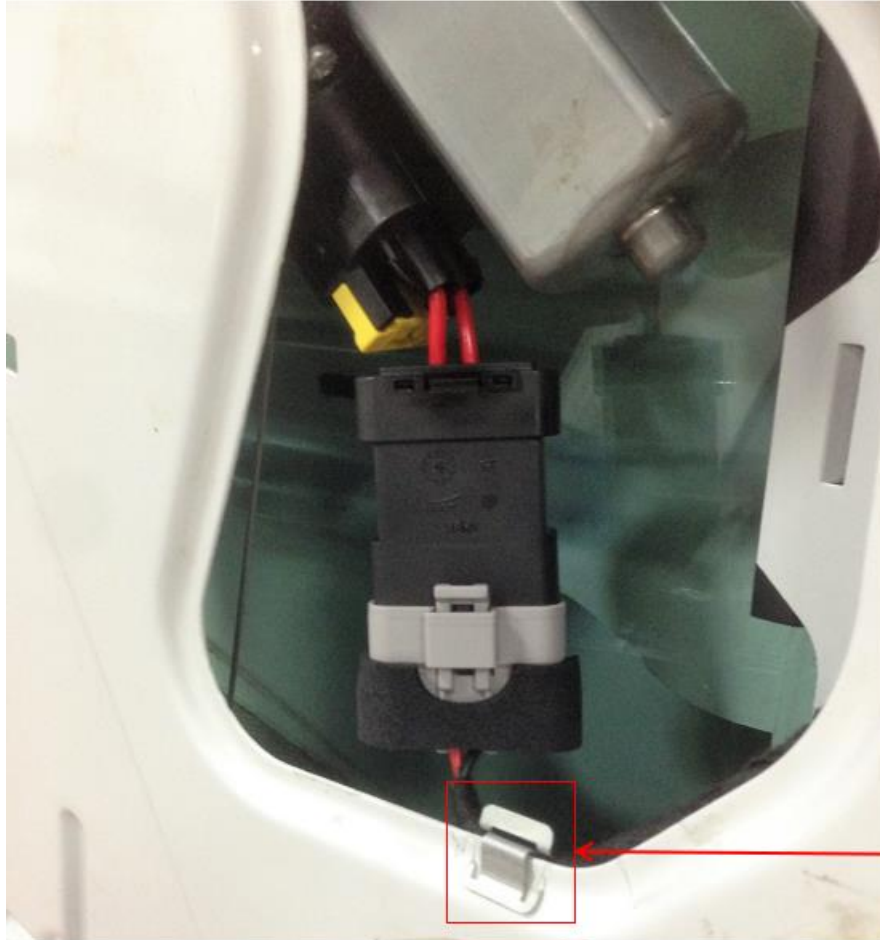
New design with bridge connector

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.



STAR ONLINE PUBLICATION



Bridge connector installed and clip shown in location.

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.