



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Front Door Window Will Not Roll Down All The Way. Window Stops Part Way Down.

Customer Complaint/Technician Observation: Technician verifies the window does move but will only go part way down and then binds and or stops. Window can be raised after the stoppage. If the window does not move at all, this document does not apply.

Discussion: If the above condition exists, disassembly of the door to inspect the wiring is necessary. Refer to Service Library Service Information 23 - Body / Doors - Front, Full / PANEL, Door Trim / Removal and Installation to remove the door panel. Refer to 23 - Body / Doors - Front, Full / PLATE, Carrier / Removal and Installation to aid in removal of the door module to expose the door cavity. Once the cavity is exposed, trace the wiring and inspect the door wiring for proper retention and routing. Ensure all push pin retainers are in place and secure. Correct any routing issues and replace any retention pins/clips. Use small zip ties to secure any wiring near the window runs if necessary.

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.