

<b>REFERENCE:</b>	<b>TSB:</b> 23-052-24 <b>GROUP:</b> 23 - Body	<b>Date:</b>	September 11, 2024	<b>REVISION:</b>	–
<b>VEHICLES AFFECTED:</b>	2024 (FG) FIAT 500e This bulletin applies to vehicles equipped with 400V GKN097 FR Elec Drive Motor (Sales Code ELB).			<b>MARKET APPLICABILITY:</b>	
				<input checked="" type="checkbox"/> NA	<input type="checkbox"/> MEA
				<input type="checkbox"/> SA	<input type="checkbox"/> IAP
				<input type="checkbox"/> EE	<input type="checkbox"/> CH
<b>CUSTOMER SYMPTOM:</b>	<b>Customers may experience the following:</b>				
	<ul style="list-style-type: none"> <li>Power windows reverse to full open when attempting to fully close. (Both Windows)</li> </ul>				
<b>CAUSE:</b>	The bracket at the front of the belt moldings is too narrow where it meets the mirror glass channel.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-126, date of issue September 11, 2024. All applicable RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

#### REPAIR SUMMARY:

This bulletin involves inspecting and possibly modifying the window channel opening.

#### CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-33-20-A6	Glass, Door - Inspect Front Left and Right (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-33-20-A7	Glass, Door - Inspect and Adjust Channel, Front Left and Right (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
Failure Code	ZZ	Service Action	

#### DIAGNOSIS:

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. **This RSU only applies to vehicles on the RSU VIN list.**

**SPECIAL TOOLS**

Description	Ref. No.	Notes
Trim Stick	C-4755	-

**REPAIR PROCEDURE:**

1. Open the door(s).
2. Set power windows to the full open position.
3. Operate the windows up.
4. Does the window stop and return to open?
  - YES>>> Proceed to [Step 5](#).
  - NO>>> The RSU does not apply. Use Inspect LOP (23-33-20-A6) to close this active RSU.
5. Pry the window seal open with your finger [Fig. 1](#).



**Fig. 1**  
Pry Open The Seal

6. Insert the trim stick between the window molding and the mirror until it stops at the door channel. Ensure the tool is at least a few centimeters in to the channel [Fig. 2](#).



**Fig. 2**  
Trim Tool Insertion

7. Lightly pry at the most forward inside panel towards the inside of the vehicle [Fig. 3](#).



**Fig. 3**  
Prying Panel

8. Does the window cycle up and down fully?
- YES>>> This bulletin is complete.
  - NO>>> Repeat [Step 7](#) again until the window returns fully.

**POLICY:**

Reimbursable within the provisions of the warranty.

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