



## STAR ONLINE PUBLICATION



**Case Number:** S2523000033

**Release Date:** April 2025

**Symptom/Vehicle Issue:** Door Window Fitment, Check, And Inspection.

**Customer Complaint/Technician Observation:** Door glass that is not fully engaged into the header seals or has an irregular gap at the header or to the B pillar. If a fitment issue is verified, review the below information in addition to Service Library Service Information.

### Tools Or Equipment:

1. Suction cup or gloves with grip to keep glass pushed up in position while securing.
2. Glass adjustment wrench: MOPAR PN: 2000032100 special spanner for window adjustment.



Image shown may not be actual product.  
Product and price information are  
subject to change without notice.

Use this special tool to align the window regulator during service.

#### Originally Distributed in

- CYAT003

#### Current Usage \*

- 2013 (4C) - System (23 - Body)
- 2014 (4C) - System (23 - Body)

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.**

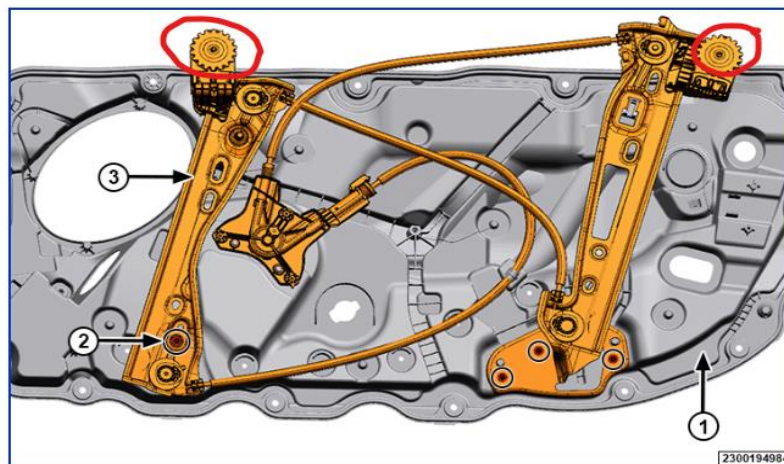


## STAR ONLINE PUBLICATION



### Repair Procedure:

1. Remove outer belt molding on suspect door. Refer to 23 - Body / Doors - Front / MOLDING / Removal and Installation, Outer Belt Molding.
2. Close door and ensure glass is in full up position. You should see smart UP function enabled.
3. In this position, access the two star wheels inside the door with the flat Mopar wrench required. **Note: using the tool- the door panels do not need to be removed.**
4. Loosen star wheels.



Star Wheel Location.  
Trim Panel Removed For Visibility.

5. Position suction cup to glass to have a secure handle to move up/down and fore/aft.
6. Move glass up until both mirror flag and B pillar glass edge is engaged into the channel.
7. Move glass in fore/aft until you meet a uniform gap of 7.5+/-1mm to the B pillar.
8. Secure the star wheels using the Mopar wrench to hold the glass position.  
Tighten the star wheels to 11NM.

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.**