



**NUMBER:** 23-032-07

**GROUP:** Body

**DATE:** August 2, 2007

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**SUBJECT:**

Front Door Window Glass - Loose, Sticks, Binds, or Express-Up Reversal

**OVERVIEW:**

This bulletin involves inspecting and correcting several possible front door glass issues.

**MODELS:**

2006-2007	(WH)	Grand Cherokee (International Markets)
2006-2007	(WK)	Grand Cherokee
2006-2007	(XH)	Commander (International Markets)
2006-2007	(XK)	Commander

**SYMPTOM/CONDITION:**

The customer may experience one or more of the following front door glass conditions:

- **Door glass reverses after express-up function is initiated.** This condition may be due to the door control module not being initialized properly (not run to full up or down during set-up), a regulator motor issue or the door glass binding in the system.
- **Door glass sticks, tracks poorly, pivots, or falls down inside door.** This condition may be due to the glass not being installed correctly to the window regulator clamps.
- **Door glass binds or tracks poorly.** This condition may be due to the glass not being properly adjusted to the door or loose window hardware.

**DIAGNOSIS:**

If one or more of the above conditions are present, perform the Repair Procedure **to the specific door** that has the condition(s).



**Stick with the Specialists™**

**PARTS REQUIRED:**

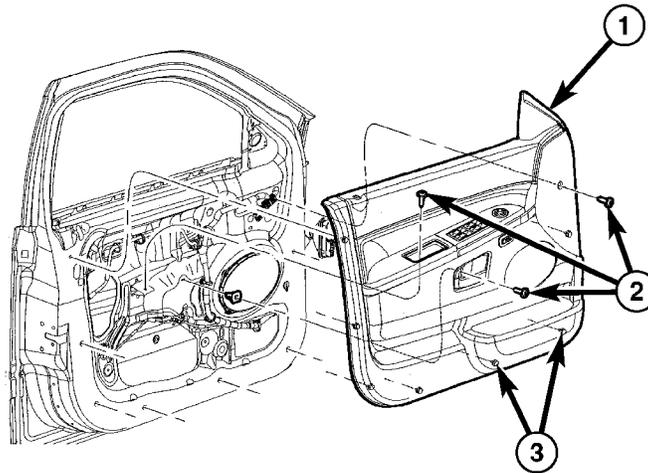
**NOTE: The plastic retainers used to attach the door trim panel to the inner door panel must be replaced each time the door trim panel is removed.**

Qty.	Part No.	Description
8	06507686AA	Retainer, Door Trim Panel (8 Required for Front per Door)
(AR) 1	04589170AF	Regulator, Front Door Window (WK - Right Side)
(AR) 1	04589171AF	Regulator, Front Door Window (WK - Left Side)
(AR) 1	55396480AG	Regulator, Front Door Window (XK - Right Side)
(AR) 1	55396481AG	Regulator, Front Door Window (XK - Left Side)
(AR) 1	04602922AB	Door Module Assembly / Window
(AR) 1	04602921AB	Door Module Assembly / Window Memory
(AR)1	55394052AK	Seal, Front Door Glass, Right (WK/WH)
(AR)1	55394053AK	Seal, Front Door Glass, Left (WK/WH)
(AR)1	55396696AE	Seal, Front Door Glass, Right (XK/XH)
(AR)1	55396697AE	Seal, Front Door Glass, Left (XK/XH)

**REPAIR PROCEDURE:**

1. Reset the express-up module for the door window glass in question.
  - a. First, disable (de-normalize) the express-up feature: Drive the glass into the full-up position by pulling up on the window switch to its first detent (manual mode) and holding switch until the glass is fully closed.
  - b. Drive the glass to the full-down position by pushing down on (depress) the window switch until the window glass is fully open. Do not release the window switch. Continue to hold the window switch down for 30 seconds after the window glass is fully open. **(Ensure door module is de-normalized by pulling up on the window switch to the second detent (express mode) and verifying the window does not go into the express up mode. If the window goes into express mode, repeat step b. If the window does not go into express mode proceed to next step.)**
  - c. Reset (normalize) the express-up module for the door window glass in question: Drive the glass into the full-up position by pulling up on the window switch to its first detent (manual mode) and holding up on the switch for at least one (1) full second after the window glass has fully closed.
  - d. Check the operation of the express-up feature. If the regulator motor is making a cyclic noise or the glass slows at 1/3, 1/2, or 3/4 position in the up travel, continue to [Step #16](#) (replace regulator). Note: If the vehicle was built prior to 2/13/07 (WK/XK) or 3/15/07 (WH), 3/13/07 (XH) you will need to replace the door module in addition to the regulator. If the vehicle was built after the appropriate date, you do **not** need to replace the door module. If cyclic variation is not apparent, proceed to next step.

- e. Check that the window glass reverses when in the express-up mode by holding a pen in the path of the glass.
- f. Once the proper operation of the express-up feature has been verified, clear all Diagnostic Trouble Codes (DTC's).
- g. If the Condition(s) persist, continue to Step 2.
2. Disconnect and isolate the negative battery cable from the battery.
3. Verify that the window opening weatherstrip is fully seated around the entire window opening and at the bottom of the door pillar.
4. Inspect door glass seals as follows depending on the vehicle being serviced:
  - a. **(WK/WH):** Inspect window seal flocking on seals at A & B pillars. Ensure flocking extends all the way to the edge of the seal. If the seal is smooth (no flocking) anywhere seal contacts glass, replace only defective seal(s), p/n's 55394052AK (Right) and 55394053AK (Left)
  - b. **(XK/XH):** Inspect window seal slipcoat at A & B pillars. (XK/XH) use a smooth seal. If the seal has any excessive bumps or gouges anywhere seal contacts glass, replace only defective seal(s), p/n's 55396696AE (Right ) and 55396697AE (Left).
5. Remove the door trim panel (Fig. 1).



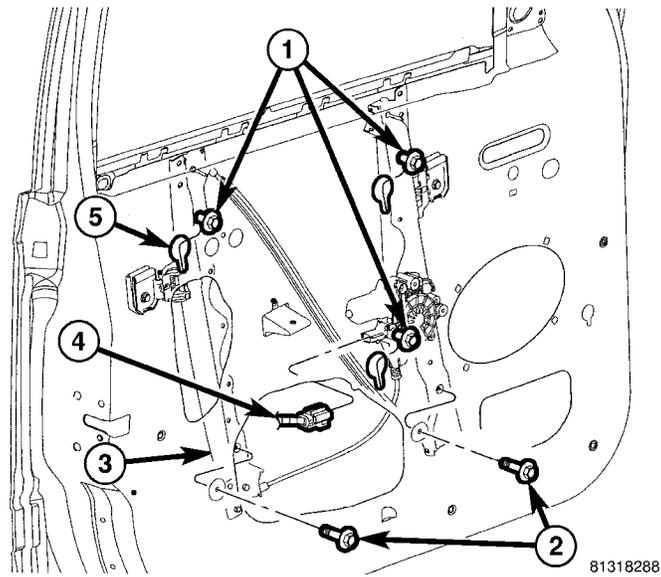
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**Fig. 1 DOOR TRIM PANEL - TYPICAL**

- 1 - Door Trim Panel
- 2 - Attaching Screws
- 3 - Trim Panel Retention Clips (8 on Front Panel)

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6. Remove the water shield from the door. While the water shield is temporarily removed, the adhesive seal on the water shield must remain clean and not become contaminated.

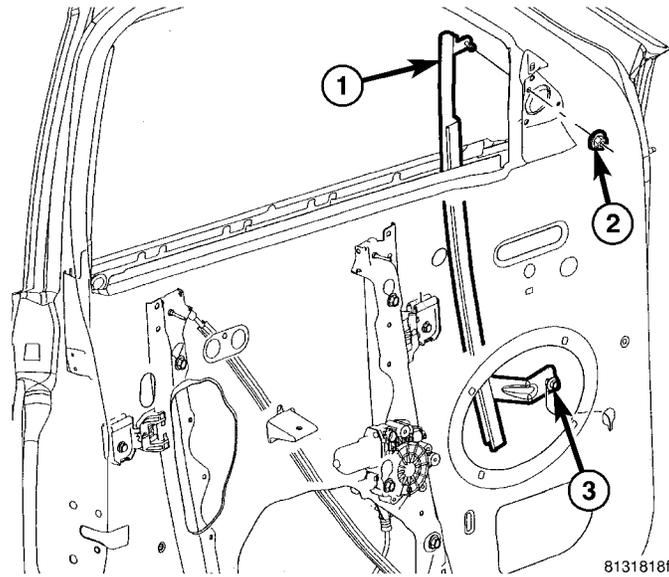
7. Verify that the window regulator assembly is properly attached to the inner door panel. Tighten the five ( 5 ) attaching bolts to 8.8 N-m (75 in. lbs) (Fig. 2).



**Fig. 2 WINDOW REGULATOR**

- 1 - Upper Attaching Bolts
  - 2 - Lower Attaching Bolts
  - 3 - Window Regulator
  - 4 - Regulator Electrical Connector
  - 5 - Keyed Holes For Attaching Regulator To Door Panel
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8. Verify that the window glass run channel is properly attached to the inner door panel. Tighten the upper nut and the lower screw to 10 N-m (90 in. lbs) (Fig. 3).

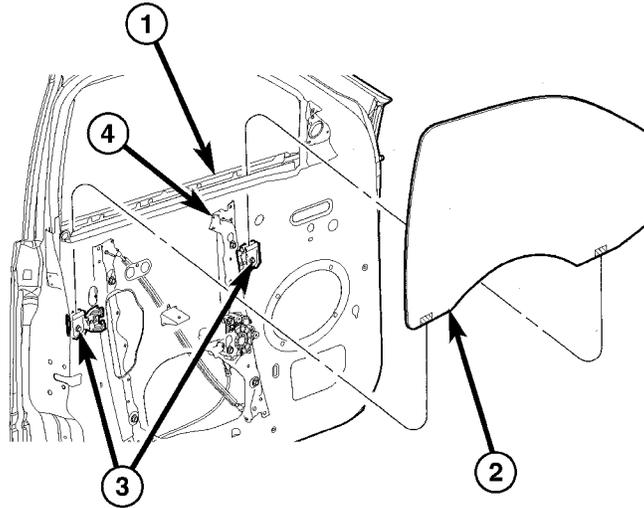


**Fig. 3 GLASS RUN CHANNEL**

- 1 - Glass Run Channel
- 2 - Upper Attaching Nut
- 3 - Lower Attaching Screw

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9. Verify that the glass run channel weatherstrip is fully seated to the glass run channel. Adjust as required.
  10. Inspect the window regulator operation, glass, regulator glass clamp and pad, and adjust the glass position.
    - a. Install the negative battery cable to the battery.
    - b. If the glass is already loose from the window regulator clamps, slide the glass to the full up position and temporarily tape glass in place.
    - c. Carefully position (raise) the window regulator for access to the two glass clamp bolts. Loosen the 10 mm bolt at each window regulator glass clamp. Temporarily tape in the full up position, any glass that was previously attached to the regulator glass clamps.
    - d. Position (lower) the window regulator so that two regulator glass clamps can be thoroughly inspected.
    - e. Inspect each clamp and verify that the **rubber pad** between each clamp is installed correctly to the clamp. During a prior installation, the sides of some pads may have been dislodged and forced into the bottom of the clamp. Adjust the rubber pads as required (Fig. 4).
    - f. Remove the temporary tape and carefully lower the glass into the open clamps. Make sure the plastic plates, (if equipped) on the lower edge of the glass **or** the edge of glass (if not equipped with plastic plates) properly engage the clamps.
    - g. Carefully raise the window regulator until it is almost to its full up position and slide the glass against the B-pillar window channel. Bring the glass and regulator to the full up position (window closed). Make sure glass is fully seated against B-pillar side of window frame weatherstrip prior to tightening the glass clamp bolts.

- h. Tighten both glass clamp bolts to 11.8 N-m (105 in. lbs).
- i. Verify that the door glass and window regulator operate properly.



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**Fig. 4 REGULATOR CLAMPS AND DOOR GLASS**

- 1 - Door Panel
- 2 - Glass And Glass Attaching Plastic Plates At Bottom Edge Of Glass, (if used)
- 3 - Regulator Glass Clamps And Bolts
- 4 - Window Regulator

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- 11. Install the water shield.
  - 12. Replace the door trim panel retention clips.
  - 13. Install door trim panel to the door.
  - 14. Install the three attaching screws. Tighten the screws to 2 N-m (16 in. lbs).
  - 15. Reset the express-up module per procedures in [Step #1](#) a. through d.
  - 16. If condition still exists, replace the window regulator and reset the express-up module.  
Refer to TechCONNECT for detailed window regulator repair procedures: select the SERVICE INFO tab / 23 - Body / Door - Front or Door - Rear / Window Regulator / Removal and Installation.
  - 17. Set the clock to the correct time.

**NOTE: If the regulator is replaced, the door module may need to be replaced. If the vehicle was built prior to 2/13/07 (WK/XK) or 3/15/07 (WH), 3/13/07 (XH) the door module will need to be replaced in addition to the window regulator. If the vehicle was built after the appropriate date, you do not need to replace the door module.**

***POLICY:***

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Amount</b>
23-34-10-96	Front Door - Adjust Window Mechanisms - Right Side (B)	0.5 Hrs.
23-34-10-97	Front Door - Adjust Window Mechanisms - Left Side (B)	0.5 Hrs.
23-34-10-98	Front Door - Adjust Window Mechanisms & Replace Window Regulator - Right Side (B)	0.7 Hrs.
23-34-10-91	Front Door - Adjust Window Mechanisms & Replace Window Regulator and Door Module - Right Side (B)	0.8 Hrs.
23-34-10-99	Front Door - Adjust Window Mechanisms & Replace Window Regulator - Left Side (B)	0.7 Hrs.
23-34-10-93	Front Door - Adjust Window Mechanisms & Replace Window Regulator and Door Module - Left Side (B)	0.8 Hrs.
23-33-20-95	Front Door - Replace Seal, Front Door Glass - Right (B)	0.6 Hrs.
23-33-20-96	Front Door - Replace Seal, Front Door Glass - Left (B)	0.6 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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