



## STAR ONLINE PUBLICATION

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**Case Number:** S2023000022

**Release Date:** 04/09/2020

**Symptom/Vehicle Issue:** Window Slow To Raise Or Lower May Be Noisy

**Discussion:** Root cause analysis of door components returned shows multiple repair attempts and several components like window motors and mechanisms showing no failures.

If the customer complains a window has a slow movement with or without noise, verify that glass run seal is clear and clean of any dirt or debris and the window is in the window run seal. Clean window track, window, and glass run seal if dirt or debris is found. If the window is not in window track or run seal, repair condition using original glass run seal if no deformities are found in the seal. If glass run seal is deformed, replace glass run seal. Refer to Service Information 23 - Body / Door – Front (or Rear) / CHANNEL, Door Glass / Removal and Installation.

**Note>>>**If lubricant is needed during repair, use Mopar part # 04773427AB or 05019059AB (approved Krytox lubricant for weatherstrip).

If the window still operates slowly after the above has been performed, if not already done so- replace the window run seal and re-test.

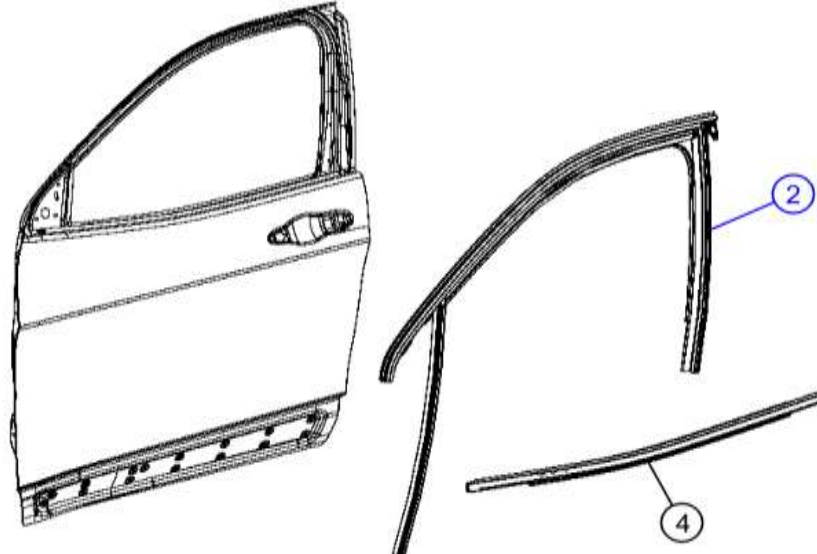
**Verification:** Roll the window up and down fully 3 times to verify the issue repeats.

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.

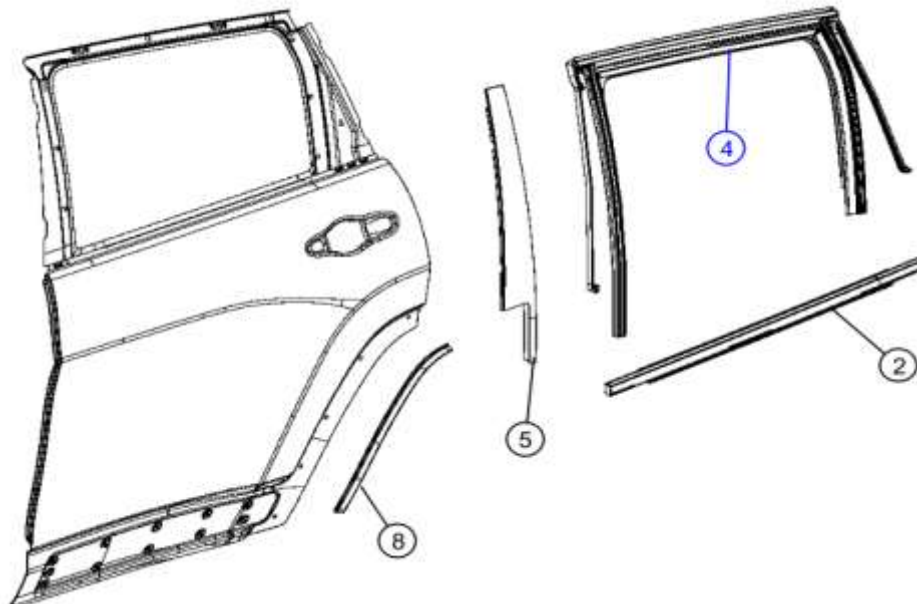
**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**

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Front Door Glass Window Run Item 2.



Rear Door Glass Window Run Item 4.

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