



**NUMBER:** 23-030-13

**GROUP:** Body

**DATE:** August 28, 2013

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**SUBJECT:**

Clicking And/Or Ratcheting Sound When Operating The Right And/Or Left Door Glass

**OVERVIEW:**

This bulletin involves inspecting and if necessary replacing the right and/or left window regulator.

**MODELS:**

2003-2010 (ZB) Viper

**SYMPTOM/CONDITION:**

Clicking and/or ratcheting sound when operating the right and/or left door glass.

**DIAGNOSIS:**

If the customer describes the symptom, perform the Repair Procedure.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1 (AR)	04865610AH	REGULATOR, Right Front Door Window
1 (AR)	04865611AH	REGULATOR, Left Front Door Window

**REPAIR PROCEDURE:**

1. Cycle the left and right side door glass up and down. Did a ratcheting and/or clicking sound occur when the glass was all the way up or down?
  - a. Yes>>> Remove and replace the window regulator. Refer to the detailed repair procedures available in: DealerConnect> TechCONNECT under: Service Info> 23-Body> Door-Front> Regulator, Window> Removal/Installation.
  - b. No>>> Proceed to [Step #3](#).
2. Return the vehicle to the customer.
3. Did a scraping sound occur only during a portion of up down travel in the middle of cycle?
  - a. Yes>>> Adjust the jack screws. Refer to the detailed adjustment procedures available in: DealerConnect> TechCONNECT under: Service Info> 23-Body> Door-Front> Glass, Door> Adjustments> Top of glass - inboard/outboard adjustments and return the vehicle to the customer.
  - b. No>>> Continue further diagnosis, this bulletin does not apply.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
23-34-10-B5	Cycle the right and left door glass only (1- Semi-Skilled)	6- Electrical and Body Systems	0.2 Hrs.
23-34-10-B6	Inspect the right and left window regulator operation and replace one side only (1- Semi-Skilled).	6- Electrical and Body Systems	0.8 Hrs.
23-34-10-B7	Inspect the right and left window regulator operation and replace both sides only (1- Semi-Skilled).	6- Electrical and Body Systems	1.3 Hrs.
23-34-10-B8	Inspect the right and left window regulator operation and adjust the jack screws, one side only (1- Semi-Skilled).	6- Electrical and Body Systems	0.4 Hrs.
23-34-10-B9	Inspect the right and left window regulator operation and adjust the jack screws, both sides(1- Semi-Skilled).	6- Electrical and Body Systems	0.6 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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