



Service Bulletin

File in Section: 08 - Body and Accessories

Bulletin No.: 12-08-64-004A

Date: July, 2014

TECHNICAL

Subject: Front Door Window Jamming Half Way - Glass Falling Out of Front Run Channel

Models: 2011-2014 Chevrolet Caprice PPV
2014 Chevrolet SS
2008-2009 Pontiac G8

This Bulletin has been revised to add the 2013 and 2014 Model Years, include the Chevrolet SS model and update the Labor Operation to the Global Labor Code (GLC). Please discard Corporate Bulletin Number 12-08-64-004.

Condition

Some customers may comment that the driver or passenger front side door window becomes jammed and cannot be raised above half way.

Cause

The cause of this condition may be the front edge of the door glass has become dislodged from the front window run channel and seal. This usually occurs when the front door has been slammed with the window in the fully lowered position.

Correction

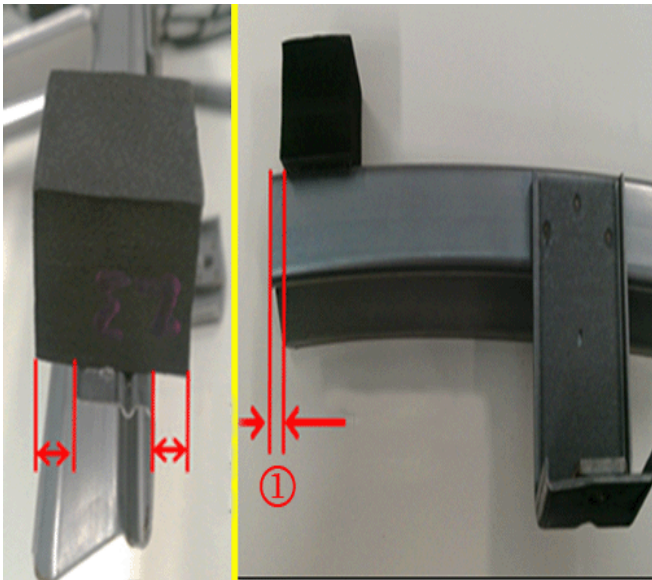
Note: Once the glass has become dislodged from the front window run channel and seal, the channel (metal) will likely be distorted, requiring replacement. The seal normally does not require replacing.

Replace the window front run channel on the affected door, and add the GM service part foam spacer (noted in the part table below) to BOTH front doors, following the steps below:



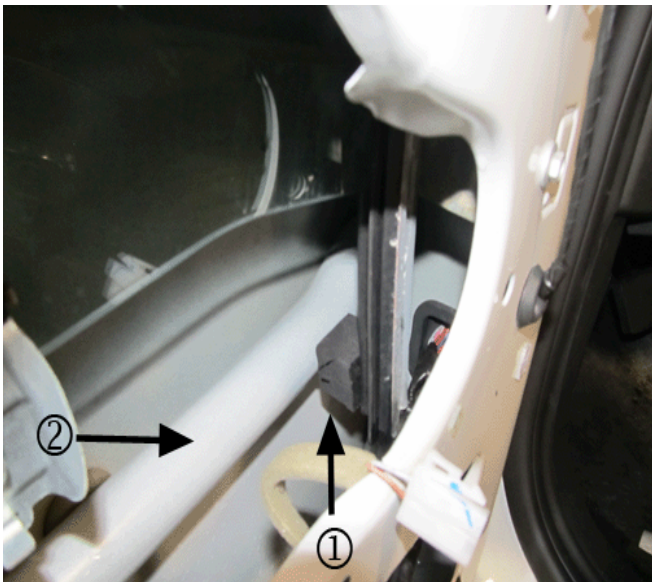
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1. Remove the front window run channel (1) on the affected door. Refer to Front Side Door Window Front Channel and Rear Channel Replacement in SI.



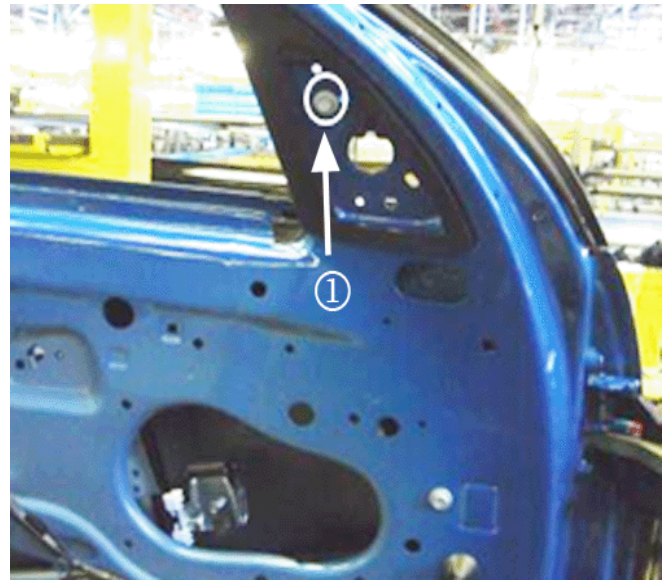
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- Fit the foam spacer to the bottom outboard side of the new replacement front window run channel, in the location shown in the graphic above. Ensure that the spacer is centered, glue side down, on the channel and positioned 5 mm (0.20 in) (1) from the bottom end.



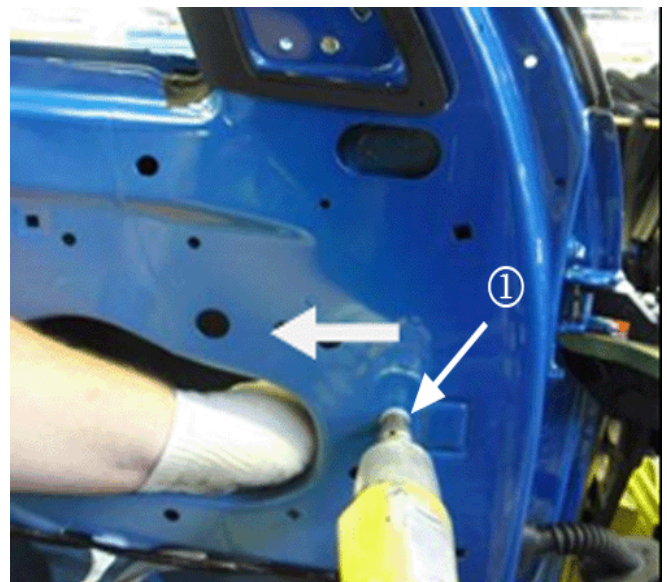
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- Position the new front window run channel into the door, and ensure that the foam spacer (1) touches against the side intrusion beam (2) as shown above.



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- Fasten the top bolt (1) on the front window run channel finger tight.



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- While fastening the lower bolt (1), hold the channel rearward in the door to bias the bolt rearward in the hole. Once positioned, tighten the bolt.

Tighten

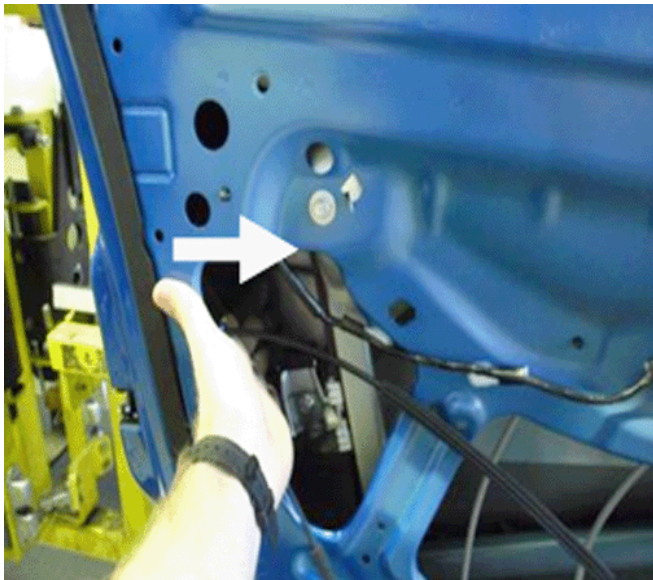
Tighten the bolt to 7 N•m (62 lb in).

- Return to the top bolt and tighten it.

Tighten

Tighten the bolt to 7 N•m (62 lb in).

- Reinstall the window and adjust (raise or lower) the window regulator so that the window regulator glass clamps are about half way up. Lower the glass into the clamps, **but do not tighten**.



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8. Using your hands, bias the window forward in the door as much as possible as shown above.
9. Raise the window into the top of the door and tighten the glass clamps through the access holes in the door inner panel.

Tighten

Tighten the retaining bolts to 8 N•m (71 lb in).

10. Verify proper operation of the window.
11. Complete reinstallation of the water deflector and all trim. Refer to Front Side Door Window Front Channel and Rear Channel Replacement in SI.
12. Remove the trim panel on the opposite side front door. Refer to Front Side Door Trim Panel Replacement in SI.
13. Peel back the front portion of the water deflector.

14. Same as the first door, add the foam spacer between the bottom of the front window run channel and the door side intrusion beam. Position the spacer so it is centered on the beam and firmly press the glue side onto the channel.
15. Reposition the water deflector and reinstall the front door trim panel. Refer to Front Side Door Trim Panel Replacement in SI.

Parts Information

Part Number	Description	Qty
92164111	GUIDE-FRT S/D WDO (R/H)	1 (only on side affected)
92164112	GUIDE-FRT S/D WDO (L/H)	1 (only on side affected)
92289653	SPACER, FRT S/D WDO	2

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information:

Labor Operation	Description	Labor Time
1080168*	Replace Window Run Channel, One Front Door – Add Spacer Both Doors	0.9 hr
Add**	Replace Window Run Channel Opposite Front Door	0.3 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.

** Only replace opposite side run channel if both doors have jammed.

