

Component Procedures: Windows and Glass

Table of Contents

1. Parts and Labor (itype_189)
2. Moveable Window Schematics (Article 10285)
3. Cracked Window Warning (Article 13041)
4. Glass and Sheet Metal Handling Warning (Article 13058)
5. Window Retention Warning (Article 13100)
6. Fixed and Moveable Windows - Fastener Specifications (Article 10288)
7. All New Technical Service Bulletins (itype_432)
8. All Technical Service Bulletins (itype_100)
9. Customer Interest Bulletins (itype_109)
10. Repair Tips (itype_110)
11. Symptoms - Fixed and Moveable Windows (Article 10255)
12. Fixed and Moveable Windows - Special Tools (Article 10286)
13. OEM Policies and Procedures (itype_120)
14. Warranty Information (itype_119)

Component Procedures: Windows and Glass

Parts and Labor (itype_189)

Labor

| Operation | Qualifier Path | Skill | Std Hrs | Wty Hrs |
|------------------|---|-------|---------|---------|
| Remove & Replace | Door > Window Motor, R&R > One Side | B | 1.3 | 0.9 |
| Remove & Replace | Door > Window Regulator, R&R > One Side | B | 1.3 | 1.0 |
| Remove & Replace | Door > Window Switch, R&R > Each | B | 0.4 | 0.3 |

Moveable Window Schematics (Article 10285)

Figure 1: Coupe

Figure 2: Driver Door (Convertible)

Figure 3: Passenger Door and Rear Windows (F67)

Cracked Window Warning (Article 13041)

Document ID: 2064122

Warning:

If a window is cracked but still intact, crisscross the window with masking tape in order to reduce the risk of damage or personal injury.

Glass and Sheet Metal Handling Warning (Article 13058)

Document ID: 2061962

Warning:

When working with any type of glass or sheet metal with exposed or rough edges, wear approved safety glasses and gloves in order to reduce the chance of personal injury.

Window Retention Warning (Article 13100)

Document ID: 2062033

Warning:

When replacing stationary windows

, use a urethane adhesive system which meet the FMVSS 212 crash test standard, suitable for structural glass bonding. Failure to use the urethane adhesive kit will result in poor retention of the window which may allow unrestrained occupants to be ejected from the vehicle resulting in personal injury.

Fixed and Moveable Windows - Fastener Specifications (Article 10288)

Application Specification

Metric English

Front Side Door Window Belt Outer Sealing Strip Screws 1 Nm 9 lb in

Front Side Door Window Regulator Upper and Lower Nuts 10 Nm 89 lb in

Front Side Door Window Regulator Motor Bolts 10 Nm 89 lb in

Front Side Door Window Regulator to Window Bolts 10 Nm 89 lb in

All New Technical Service Bulletins (itype_432)

Tsbs

- Rear and Side Tempered Glass Spots (Quench Marks) (25-NA-311, 2025/09/30)

All Technical Service Bulletins (itype_100)

Tsbs

- Information on Glass Ultraviolet (UV) Ray Protection and Tint Percentage (21-NA-152, 2021/06/28)

- Body - Broken Rear Window Defogger Grid Detection (04-08-48-001D, 2012/04/17)

- Information on Side Window Glass Not Clearing Molding When Indexing Down During Door Opening (09-08-64-014E, 2023/10/12)

- Rear and Side Tempered Glass Spots (Quench Marks) (25-NA-311, 2025/09/30)

- Information on Side Door Window Glass Chipping Caused by Hanging Vehicle Key Lock Box (06-08-64-001D, 2016/11/10)

- Warranty Administration – Guidelines for Claiming 2020380 – Windshield Replacement (05-08-48-001D,

2014/02/10)

- Body - Rear Window Defroster Contact or Tab Repair (03-08-48-006J, 2014/12/11)
- Body - Front/Rear Side Door Windows Bind/Noisy/Move Slowly (PI0018B, 2013/11/08)
- Mirrors - Inside Mirror Loose/Bracket Fell Off (PI1290, 2014/08/07)

Customer Interest Bulletins (itype_109)

Tsbs

- Body - Broken Rear Window Defogger Grid Detection (04-08-48-001D, 2012/04/17)
- Body - Rear Window Defroster Contact or Tab Repair (03-08-48-006J, 2014/12/11)

Repair Tips (itype_110)

Tsbs

- Body - Front/Rear Side Door Windows Bind/Noisy/Move Slowly (PI0018B, 2013/11/08)
- Mirrors - Inside Mirror Loose/Bracket Fell Off (PI1290, 2014/08/07)

Symptoms - Fixed and Moveable Windows (Article 10255)

Important Preliminary Checks Before Starting:

- Perform the Diagnostic System Check - Vehicle before using the symptom tables in order to verify that all of the following are true:
 - There are no DTCs set.
 - The control modules can communicate via the serial data link.
 - Review the power window system operation or rear window defogger system operation in order to familiarize yourself with the system functions. Refer to the following:
 - Rear Window Defogger Description and Operation
 - Power Windows Description and Operation

Visual/Physical Inspection

- Inspect for aftermarket devices which could affect the operation of the rear window defogger .
- Inspect the easily accessible or visible system components for obvious damage or conditions which could cause the symptom.

Intermittent

- Inspect for proper installation of electrical components if an intermittent condition exists. Inspect for aftermarket theft deterrent devices, lights, and cellular phones. Ensure that no aftermarket equipment is connected to the class 2 circuit. If you can not locate an intermittent condition, a cellular phone signal may cause the condition. Faulty electrical connections or wiring may be the cause of intermittent conditions.

Refer to Testing for Intermittent Conditions and Poor Connections .

- The problem may or may not turn ON the SERVICE VEHICLE SOON indicator or store a DTC. Do not use the symptom tables to diagnose intermittent conditions. The malfunction must be present in order to locate the problem. Poor electrical connections or wiring cause most intermittent conditions. Perform a careful visual/physical check for the following conditions:

- Poor mating of the connector halves or a terminal not fully seated in the connector body
- An improperly formed or damaged terminal
- Reform or replace connector terminals in the problem circuit in order to ensure proper contact tension.
- Poor terminal to wire connection requires removing the terminal from the connector body in order to perform the check.

Use a scan tool in order to help detect intermittent conditions. The scan tool has several features that can be used to locate an intermittent condition. The snapshot feature can capture and store data parameters within the scan tool when the malfunction occurs. This information can then be reviewed in order to see what caused the malfunction.

Symptom List

Refer to a symptom diagnostic procedure from the following list in order to diagnose the symptom:

- Rear Window Defogger Malfunction
- Power Windows Malfunction

Fixed and Moveable Windows - Special Tools (Article 10286)

Illustration Tool Number/ Description

Click for full-size image BO-38778-2 J-38778-2 Door Trim Pad Clip Remover

Click for full-size image BO-39032 J-39032 Stationary Glass Removal Tool

Click for full-size image BO-39040 J-39040 Quarter Window Remover

Click for full-size image BO-0201964 S-0201964 Bonded-Glass Removing Device Brazil-Use local equivalent

OEM Policies and Procedures (itype_120)

Tsbs

- Information on Glass Ultraviolet (UV) Ray Protection and Tint Percentage (21-NA-152, 2021/06/28)
- Information on Side Door Window Glass Chipping Caused by Hanging Vehicle Key Lock Box (06-08-64-001D, 2016/11/10)

Warranty Information (itype_119)

Tsbs

- Warranty Administration – Guidelines for Claiming 2020380 – Windshield Replacement (05-08-48-001D, 2014/02/10)