	<h1>TSB-Local</h1>	Model	Rio UB
		Group	Body Electrical System(92)
		TSB No.	KCE11-92-P370-UB;C21VA
Subject Power Window Regulator Replacement	Published	8/26/2011	
	TSB Type	Service Action	
	Area & Distributor	U.K (C21VA)	

1. Description

■ Symptom/Condition

Some MY12 Rio (UB) vehicles may experience some abnormal noise from the front and/or rear power window regulators during operation of the mechanism.

■ Countermeasure

Replace the power window regulators with modified parts according to the following the Service Procedure detailed below.

Note: ALL dealer vehicles are fitted with front AND rear electric windows so all vehicles on the attached VIN list will require all parts replacing.

This work should be completed prior to delivery to customers and Warranty claims submitted immediately following the repair.


2. Applicable Vehicles

■ **Model:** Rio MY12

■ **Applicable vehicle production date range:** From June 01, 2011 to July 21, 2011

■ **Applicable VIN range:** Refer to the attached VIN list

3. Parts Information

PART NAME	PART NUMBER	FIGURE	REMARK
Front P/W Regulator Kit (LH/RH)	824071W010QQK		The power window motor is NOT supplied with the replacement parts. Remove from existing.

Rear P/W Regulator Assembly Kit (LH/RH)	834011W010QQK		The power window motor IS supplied assembled.
---	---------------	--	---

NOTE: The parts required for the vehicles affected at the individual dealers will be automatically issued by Mobis in the next few days.

The VIN will be used as the parts order reference to identify parts against specific VIN.

4. Operation Code and Time

OP CODE	OPERATION NAME	OP TIME
110072R1	Front and Rear P/W Regulator Kit Replacement	2.0 M/H

Warranty claims must be processed immediately following the repair.

All Campaign claims must be entered via the Global Warranty Management System (GWMS) using the following process.

1. From the home page of the GWMS select the 'Claim Process' tab.
2. Select from the Claim Process Menu (LH toolbar) the 'Claim Create' option.
3. Enter the VIN and 'click' on the 'Inquiry' icon.
4. When the system has loaded the VIN, double click on the VIN.
5. From the Campaign list click on the corresponding campaign number.
6. Complete the highlighted mandatory fields on the preformed claim and select the correct campaign operation code from the drop down menu applicable to the repair being carried out.
7. Click on 'save' and then 'submit'.

5. Service Procedure

Note) Before conducting the procedure, verify that the vehicle is affected by the Campaign.

Front P/W Regulator Replacement

1. Open the front door.
2. Lower the window glass 27 cm in order to remove the 2 glass window mounting bolts easily in operation 9 below.



3. Remove the 3 door trim mounting screws.

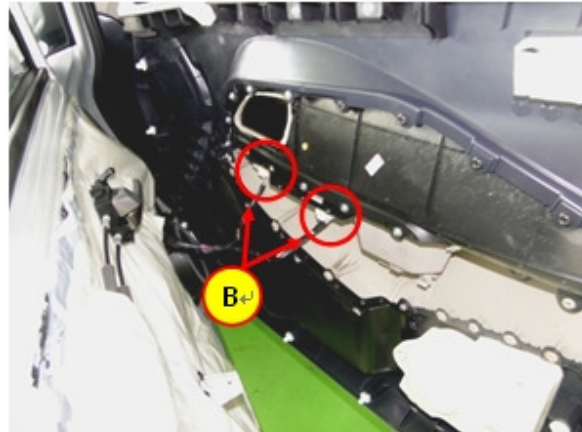


4. Remove the inside handle housing (A).

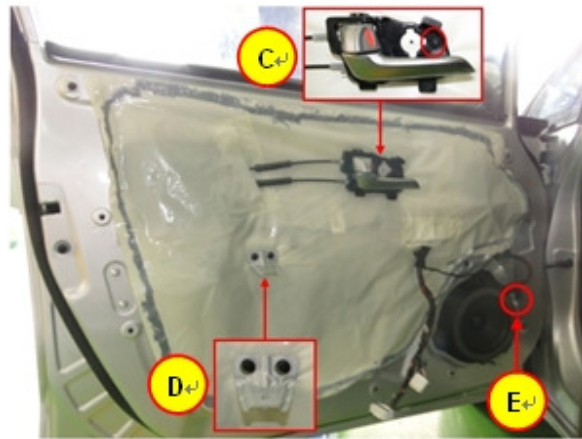


5. Remove the front door trim.

6. Disconnect the power window and outside mirror folding switch connectors (B) from the front door trim.



7. Remove the front door inside handle (C), the mounting bracket (D) and the front door speaker connector (E).



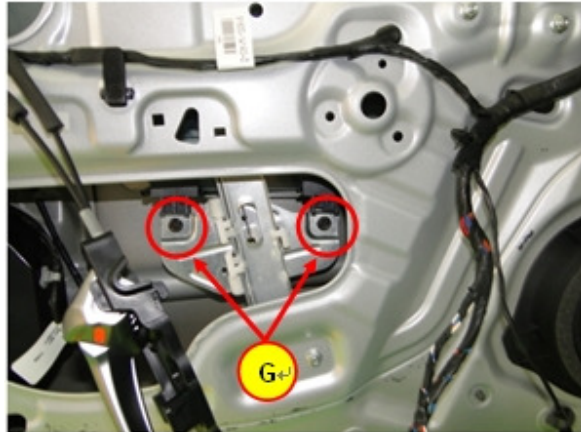
8. Remove the front door membrane (F) from the front door panel.



9. Remove the 2 window glass mounting bolts (G).

Tightening torque:

7.8 ~ 11.8 N.m (0.8 ~ 1.2 kgf.m, 5.8 ~ 8.7 lb-ft)



10. Raise the window glass all the way by hand.

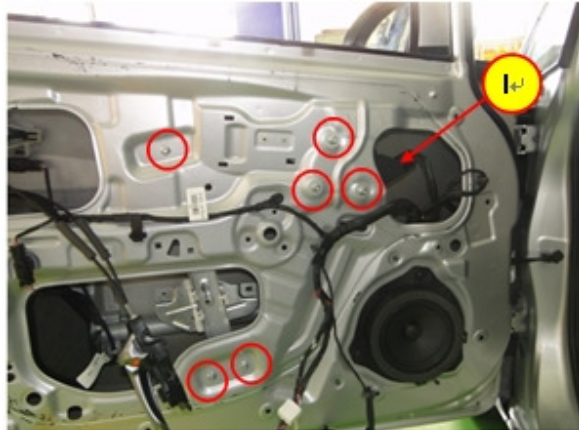


11. Fix the window glass with the tape (H) as shown in the image to prevent it from sliding down



12. Disconnect the power window regulator motor connector (I), then remove the 6 window regulator mounting bolts (10 mm).

Tightening torque:
3.9 ~ 5.9 N.m (0.4 ~ 0.6 kgf.m, 2.9 ~ 4.3 lb-ft)



13. Remove the power window regulator assembly from the front door panel.

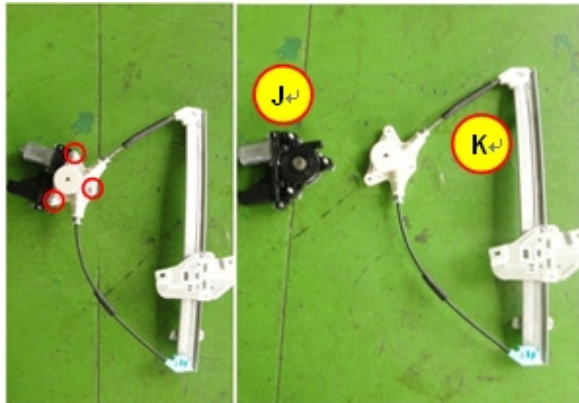


14. Remove the 3 power window motor mounting bolts, and then separate the power window motor from the regulator.

15. Assemble the power window motor (J) and the new regulator (K).

16. Install all removed parts in reverse order of the removal.

17. Repeat all the above procedures for the opposite side.



NOTE: Ensure the door seal / membrane is refitted correctly and is undamaged to prevent future water ingress.

Rear P/W Regulator Replacement

1. Open the rear door.

2. Lower the glass window 23 cm in order to remove the window glass mounting bolts more easily in step 9.



3. Remove the rear door inner cover (A).



4. Remove the 3 door trim mounting screws.



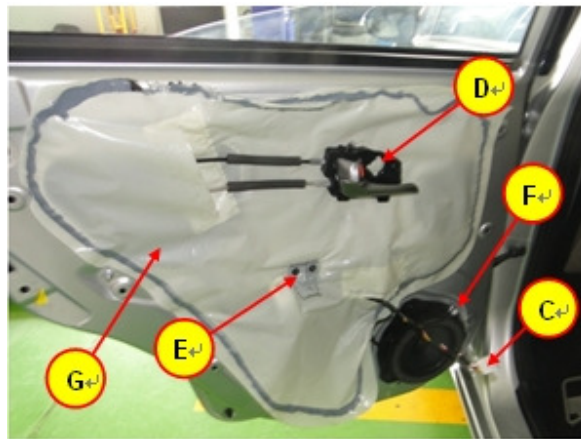
5. Remove the rear door inside handle housing (B).



6. Remove the rear door trim and disconnect the power window switch connector (C).

7. Remove the rear door inside handle (D), the mounting bracket (E) and the rear door speaker connector (F).

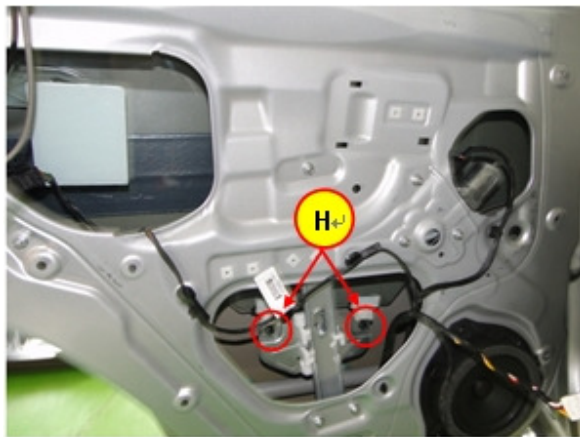
8. Remove the rear door membrane (G) from the rear door panel.



9. Remove the 2 glass window mounting bolts (H).

Tightening torque:

7.8 ~ 11.8 N.m (0.8 ~ 1.2 kgf.m, 5.8 ~ 8.7 lb-ft)



10. Raise the window glass all the way by hand.

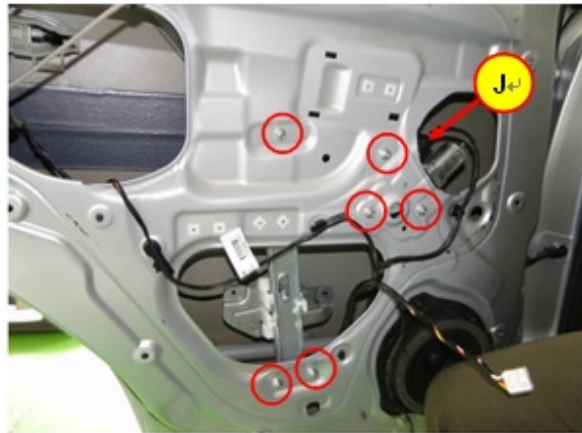
11. Fix the window glass with the tape (I) as shown in the image to prevent it from sliding down.



12. Disconnect the power window regulator motor connector (J) and remove the 6 window regulator mounting bolts (10 mm).

Tightening torque:

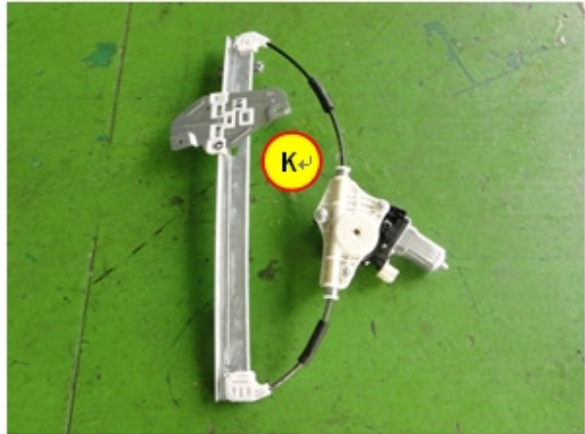
3.9 ~ 5.9 N.m (0.4 ~ 0.6 kgf.m, 2.9 ~ 4.3 lb-ft)



13. Remove the power window regulator assembly from the rear door panel.



14. Install the new regulator assembly (K) in reverse order of the removal.



15. Repeat all the above procedure for the opposite side.

NOTE: Ensure the door seal / membrane is refitted correctly and is undamaged to prevent future water ingress.