



## STAR ONLINE PUBLICATION



**Case Number:** S2523000026 Rev A

**Release Date:** June 2026

**Symptom/Vehicle Issue:** Door And Window Operation With 12V Inoperative Or Drained. Rev A

**Models Affected:** 2024-2027 Dodge Charger (LB)

**Discussion:** The window system is a smart glass system. When normally opening the door, the window will lower enough to provide clearance between the window and the upper door seal channel. In the event the vehicle is electrically inoperative the door(s) can be opened gently to avoid damage to the window or the door seals. If the vehicle is to be serviced with the 12V system powered down, lower the windows enough to clear the door seal prior to disconnecting the 12V system. This will ensure if the door(s) are closed with the vehicle powered down the door glass and door seals will not be damaged.

**<<<NOTE>>>** It is suggested the vehicle is tagged or marked visibly and clearly from all sides to ensure service department personnel are aware the 12V system is disabled and to operate the door(s) and window(s) with care to prevent damage and possible glass breakage. The tag can be a piece of paper taped to the glass with a caution note warning "Do Not Close Doors".

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, eCONTACT or Service Library entry if no solution is found.**



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For further information refer to Service Library 08 - Electrical / 8N - Power Systems / Power Windows / Description and Operation.

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