

Wheels: *J.D. wrote by e-mail: “I purchased a car that has power windows and for the first couple of days the passenger window would roll up, but not down using the driver’s window control panel. However, the passenger window worked fine when using the passenger window control button. Then after a few days the passenger window was froze in the up position and neither switch would make it go down. I was told by a mechanic that driver’s window switch was bad and if that switch was replaced the window would work fine.*

I then took it to a shop to have it fixed and explained that the passenger window would work off and on, but now it was in an up position and each time it stopped working it stopped in the up position. The mechanic at this shop insisted on doing a diagnosis and afterwards I was told that it needed window regulator which included wiring, metal frame, and motor at a cost of around \$700.00. I wanted a few days to think about it and come up with the money. About two days later, the window started working again. Then it stopped working after a short drive.

What are your thoughts? Should I replace window regulator which includes the motor, metal frame, and wiring? What would cause the driver switch to only work in one direction and the passenger switch works fine? If I replace the window assembly, wiring and motor how would this make a difference in the drivers switch or do you think the drivers switch would still be a problem or do you think the drivers switch is the problem? I would hate to put all this money into the window and still have a problem and or still have to replace the power switch on the driver panel. The car is a GM product.”

Halderman: All of the electrical current, whether it is from the driver’s side switch or the passenger side switch, flows through the passenger side switch. If the connection at this switch is loose this can be the cause of all of your problems. Because it comes and goes apparently from the movement or vibrations of driving the vehicle, it appears to be an electrical connection problem and not likely to be a mechanical window regulator problem. By the way, the term “regulator” refers to the scissor-like device inside the door that is used to move the window up and down.

