

Applies To: **2001–05 Civic** – All LX and EX 4-door  
**2003–05 Civic Hybrid** – ALL  
**2001–05 Civic GX** – ALL

March 8, 2006

## Power Window Does Not Work or Works Intermittently

### SYMPTOM

One or more of the power windows does not work or works intermittently from the power window master switch (in the driver's door).

### PROBABLE CAUSE

The power window master switch is faulty.

### CORRECTIVE ACTION

Replace the power window master switch.

### PARTS INFORMATION

Power Window Master Switch Assembly  
 (NH167L black interior):

P/N 35750-S5A-A02ZA, H/C 8190159

Power Window Master Switch Assembly  
 (2001 model with YR164L medium taupe interior):

P/N 35750-S5A-A02ZB, H/C 8190746

### WARRANTY CLAIM INFORMATION

**In warranty:** The normal warranty applies.

Operation Number: 744100

Flat Rate Time: 0.2 hr

Failed Part: P/N 35750-S5A-A01ZA  
 H/C 6453419

Defect Code: 03217

Symptom Code: 01201

Template ID: 06-010A (Black Switch)  
 06-010B (Medium Taupe Switch)

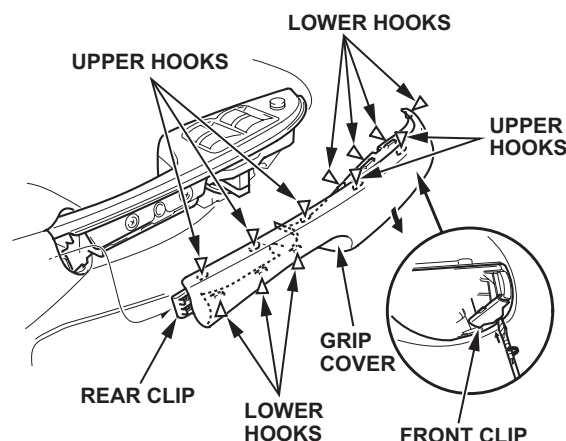
Skill Level: Repair Technician

**Out of warranty:** Any repair performed after warranty expiration may be eligible for goodwill consideration by the District Parts and Service Manager or your Zone Office. You must request consideration, and get a decision, before starting work.

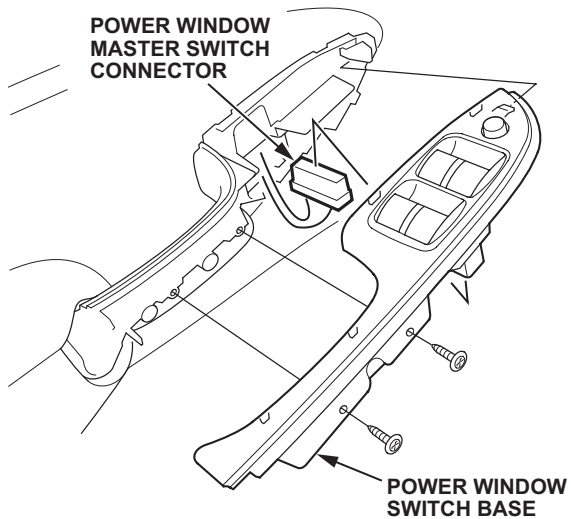
### REPAIR PROCEDURE

1. Remove the driver's side grip cover:

- Using a trim tool, pry out the front edge of the cover to release the front clip.
- Pry out along the bottom to release the lower hooks.
- Pry out along the top to release the upper hooks.
- Pull the cover forward to release the rear clip.

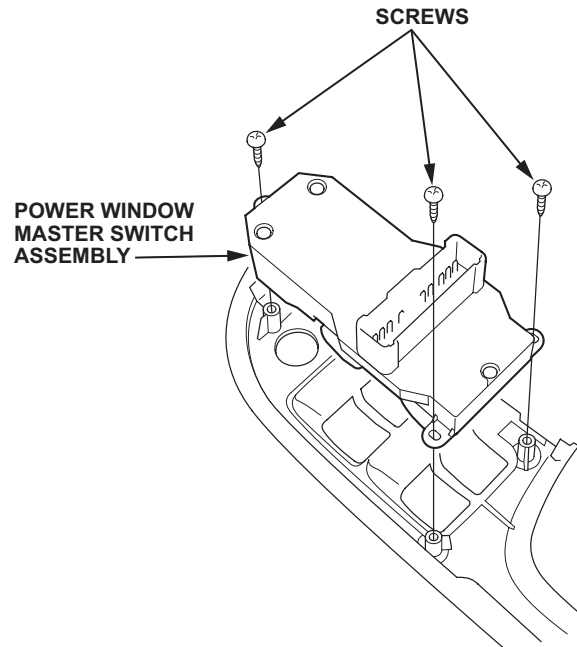


2. Disconnect the power window master switch connector.



3. Remove the two screws that attach the power window switch base to the armrest, then remove the switch base.

4. Remove the three screws, then replace the power window master switch assembly.



5. Reinstall the parts in the reverse order of removal.
6. Test the operation of all windows with the power window master switch. If any of the windows do not work correctly, continue with normal troubleshooting, and do the master switch input test:
  - Refer to page 22-168 of the 2001–05 Civic Service Manual, or
  - Online, enter keyword **MASTER TEST**, and select **Power Window Master Switch Input Test (4-door)** from the list.