



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Passenger Window Express Down Feature Inoperative

Models: 2007 - 2013 Chevrolet Silverado Models
2007 - 2013 GMC Sierra Models
Without Memory Seats (RPO AN3)
and Power Folding Mirrors (RPO DL3)

This PI was superseded to update customer information statement. Please discard PIT4228D.

Condition/Concern

Some owners may comment that their passenger window express down feature has always been inoperative.

Recommendation/Instructions

The passenger window express down feature is no longer a standard option like on the previous body style Sierra and Silverado. Models equipped with either Memory Seats (RPO AN3) and/or Power Folding Mirrors (RPO DL3) will have the passenger window express down feature. If the vehicle does not have one of the RPOs listed above, this is a normal operating characteristic.

Customer Information

Please communicate to the customer that this condition is a normal operating characteristic of this vehicle when it is not equipped with RPO code AN3 or DL3. Please share this information with the customer, including a copy of this message.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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