



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Power Sliding Rear Window Inoperable  
Expires with Base Warranty

**MODELS:** 2014 Chevrolet Silverado 1500  
2014 GMC Sierra 1500  
Equipped with Power Sliding Rear Glass (A48)

Due to part availability, involved VINs will be loaded into the Global Warranty Management System – Investigate Vehicle History Application in phases.

**This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.**

### PURPOSE

This bulletin provides a service procedure to replace the power sliding rear glass regulator on **certain** 2014 model year Chevrolet Silverado and GMC Sierra 1500 vehicles, equipped with the power sliding rear window feature (A48). On these vehicles, the plastic components of the cable/pulley assembly may deform, causing the feature to become inoperative. If the window is in the open position when it becomes inoperative, the window defogger cannot be activated.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that

return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

### PART INFORMATION

Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
23441999	REGULATOR, RR SLDG WDO	1

### SERVICE PROCEDURE

1. Remove the rear sliding window regulator. Refer to *Rear Sliding Window Regulator Replacement (Extended Cab)* or *Rear Sliding Window Regulator Replacement (Crew Cab)* in SI.
2. Install a new rear sliding window regulator. Refer to *Rear Sliding Window Regulator Replacement (Extended Cab)* or *Rear Sliding Window Regulator Replacement (Crew Cab)* in SI.

### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9100252	Rear Sliding Window Regulator Replacement	0.8*

\* The Labor Time Guide will be updated in January to reflect the new labor time of 0.8 hours.

### DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES  
DCS3098  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 22, 2013

Subject: 13318 – Service Update Bulletin  
Power Sliding Rear Window Inoperable

Models: 2014 Chevrolet Silverado and GMC Sierra 1500 Vehicles  
Equipped with Power Sliding Rear Glass (A48)

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New Vehicle Sales Manager,  
and Warranty Administrator

General Motors is announcing Service Update Bulletin 13318 today. The total number of U.S. vehicles involved is approximately 52,000. Please see the attached bulletin for details.

Due to part availability, involved VINs will be loaded into IVH in phases. This first phase will consist of approximately 10,000 vehicles.

**Global Warranty Management (GWM)**

The “Investigate Vehicle History” (IVH) screen will be updated November 23, 2013 with the VINs involved in phase 1. A list of vehicles in dealer inventory for phase 1 is attached to this message.

**Service Update Bulletin (SUB) Information Link**

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES