



Service Bulletin

PRELIMINARY INFORMATION

Subject: Front or Rear Side Door Window Binds, Moves Slowly, Makes Rattle/Squeak Noise, Poor Fit/Misalignment or is Inoperative

Models: 2008-2014 GM Cars and Light Duty Trucks

This PI has been revised to add the 2014 model year. Please discard PI0018A.

Condition/Concern

Some customers may comment that the front or rear side door window has one or more of the following concerns:

- Window is inoperative/intermittent operation.
- Window rattles or squeaks.
- Window binds.
- Window has slow operation.
- Window fits poorly or is misaligned.

Recommendations/Instructions

Review each "Symptom" title below for proper diagnostics. The checks to be performed in each step MUST be completed.

Note: The following is a general information guide to common issues that may occur with window regulators. ALWAYS be sure to search SI for additional information on specific window regulator concerns.

Window is Inoperative/Intermittent Operation

- For 2-pin motors, first disconnect the motor connector and then apply a 12-volt power supply to the regulator motor to verify motor functions/activates. (This step is not possible on 6 or 7-pin motors.)
- Check the wire harness for pinched/shorted wires. Check the switch for correct function and check the switch bezel for sticking switches (Note: if the motor activates and stops, check for window/regulator binding/alignment per below.)
- Check for proper glass alignment/attachment. Position the window to access the side door window regulator window attach bolts. Loosen the two bolts that attach the window to the window regulator or disengage the glass from the snap fit attachment. Slide the window up and down in the run channel. Does the glass bind? If it does not bind, properly adjust – DO NOT replace the regulator. If it does bind, perform the checks below – DO NOT replace the regulator.
- Check for defective seal and/or proper seal installation.
- Check for debris in the glass run channel.
- Check for glass run channel position.

Regulator/Glass Rattles

- Check for any loose fasteners and re-torque to specification as required.
- Check that the glass is in the channel and reinstall if not positioned correctly.

Noisy Operation

- Check for other components in the glass path, such as wire harness, impact foam, lock rods or cables.
- Check for proper glass alignment/attachment and door seal installation.

Windnoise/Water Leak

- Check seals, mirror patch and glass alignment.
- Check door alignment.

False Glass Reversal/Glass Lowers Unexpectedly

- Check seals, re-initialize the window regulator and/or realign the glass.
- Check for debris in the glass run channel.

Slow Operation

- Check for debris in the glass run channel.
- Lubricate the window regulator, if required, with GM Synthetic Multi-Purpose Lubricant w/PTF.

Glass Does Not Index

- Check seals, re-initialize the window regulator and/or realign the glass.
- Check the switch for correct function and check the switch bezel for sticking switches.

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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