



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)

The Service Procedure section has been revised to add a note to inform technicians not to remove the second row seat buckle when completing the service procedure. Please discard all copies of bulletin 13318.

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

Note: Removal of the second row seat buckle is NOT required to perform the Rear Sliding Window Regulator Replacement procedure. Do NOT remove the second row seat buckle when performing this 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
DCS3405
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 14, 2014

Subject: 13318A – Service Update
Power Sliding Rear Window Inoperable
Revised Service Procedure

Models: 2014 Chevrolet Silverado and GMC Sierra 1500 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

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END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES