



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Driver And Rear Power Windows Inoperative With Engine Running

**Models:** 2007-2013 Chevrolet Silverado  
2014 Chevrolet Silverado 2500/3500  
2007-2013 GMC Sierra  
2014 GMC Sierra 2500/3500  
without Power Folding Mirrors (RPO DL3) and/or Memory Power Front Seats (RPO AN3)

*This PI has been revised to add the Model Year. Please discard PIT5189.*

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Some owners may comment that, with the engine running, the drivers and (if equipped) rear powerwindows are inoperative. If the engine is turned off, the power windows will operate properly. This concern may be caused by after-market electrical devices installed.

**Note:** The passenger front power window will not be affected and will operate properly at all times.

### Recommendation/Instructions

Before any in depth diagnostics are performed or any parts replaced, disconnect any after-market electrical devices and retest power window operation.

**Note:** Do not overlook hard wired / plug-in cell phone chargers or GPS units.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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