

**Subject: Engineering Information — Driver's Window Switch Intermittent Operation, Inoperative, Smoke or Melting**

**Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to Service Bulletin 04-00-89-053E for more details on the use of Engineering Information bulletins.**

*This PI has been revised to update the Warranty Information. Please discard PIE0431.*

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Express	2014	2015			All	All
GMC	Savanna	2014	2015			All	All

<b>Involved Region or Country</b>	North America and Export Regions
<b>Additional Options (RPO)</b>	Equipped with Electronic Window Operation Switch (RPO A31)
<b>Condition</b>	<p><b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on the drivers window switch intermittent operation, inoperative, smoke, or melting.</p>
<b>Cause</b>	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

## Correction

If you encounter a vehicle with the above concern, contact the engineer listed below prior to attempting any repairs.

**Note:** Dealer should still contact Product Assistance in the event of a fire, smoke, melt on the vehicle.

## Contact Information

Engineer Name	Phone Number
Tim Kline	(586) 907-0529

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

## Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2080908*	Engineering Information — Driver's Window Switch Intermittent Operation, Inoperative, Smoke or Melting	0.3 hr
Add	Replacement of Harness and Switch (If Requested by Engineer)	0.4 hr

\* This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.

<b>Version</b>	2
<b>Modified</b>	October 19, 2017 — Added warranty information Add condition.