

Subject: Engineering Information — Drivers Door Window Glass Out of Channel and/or Inoperative

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 Contact Information. Please discard PIE0445.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Express	2016	2018			All	All
GMC	Savana	2016	2018			All	All

Involved Region or Country	North America
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on the drivers door window glass has fallen out of the channel and/or that the drivers window is inoperative.
Cause	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 any repair attempts.

Contact Information

Engineer Name	Phone Number
Srinivas Srivathsa	586-899-6175

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
2080968*	Engineering Information — Drivers Door Window Glass Out of Channel and/or Inoperative	0.3 hr
* This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

Version	2
Modified	Released January 12, 2018 March 28, 2018 – Updated Contact Information.