

Subject: Engineering Information – Sunroof and/or Sunshade with Loss of Express Motion or Sunshade Does Not Go Past Halfway Closed

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 04-00-89-053 for more details on the use of Engineering Information bulletins.

This PI has been revised to remove the Breakpoint. Please discard PIE0520.

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2019	2019				
	XT5						
Chevrolet	Blazer						
	Equinox						
GMC	Terrain						

Involved Region or Country	North America
Additional Options (RPO's)	Equipped with ROOF-SUN, GLASS, SLIDING, ELEC, TRANSPARENT GLASS FIXED (RPO C3U)
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 sunroof and/or sunshade with loss of express motion or sunshade does not go past halfway closed.
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, **DO NOT** attempt to relearn the sunroof module. Contact the one of the engineers listed below for further instructions.

Contact Information

Engineer Name	Phone Number
Rob Merkle	(248) 404-5025
Jim Frosell	(586) 638-9606

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
2886228*	Engineering Information – Sunroof and/or Sunshade with Loss of Express Motion or Sunshade Does Not Go Past Halfway Closed	0.2 hr
* This is a unique labor operation for bulletin use only.		

Version	2
Modified	Released April 11, 2019 Revised April 17, 2019 – Removing Breakpoint.