



Preliminary Information

PIC6364A Power Windows May Become Inoperative after Dead or Discharged Battery

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	ATS	2013 - 2019	All	All	All	All
Cadillac	CTS	2014 - 2019	All	All	All	All
Chevrolet	Camaro	2016 - 2019	All	All	All	All

Involved Region or Country	North America
Condition	Some customers may notice that the power windows have become inoperative after a discharged or dead battery condition.
Concern	This concern may be caused by the microcontroller trim value inside the window regulator becoming locked.

Correction:

This concern may be corrected by following the steps listed below. This procedure will reset the microcontroller within the window regulator.

1 - Make sure the vehicle's battery has a full state of charge.

2 - Remove the following fuses for a minimum of 1 minute:

Camaro ONLY-

- F17UA fuse - UBEC - 10 amp - Passenger Window Switch
- F7RA fuse - RBEC - 30 amp - Passenger Window Motor / Right Rear Window Motor
- F9RA fuse - RBEC - 30 amp - Driver Window Motor / Left Rear Window Motor

ATS / CTS ONLY-

- F31UA fuse - UBEC - 10 amp - Passenger Window Switch
- F2RA fuse - RBEC - 30 amp - Driver Window Motor / Left Rear Window Switch
- F13RA fuse - RBEC - 30 amp - Passenger Window Motor / Right Rear Window Switch

3 - Complete the window relearn procedure.

Refer to the SI document titled "Window Motor Programming - Express Function"

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Time
2081978	Window Regulator - Microcontroller Reset	0.4 hours

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.

Version History

Version	2
Modified	05/13/2019 - Created on 06/03/2019 - Updated Models and added warranty information.



GENERAL MOTORS

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