

**Subject:** Engineering Information - Sliding Rear Window Leaking Water

**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 PIE 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 EI has been revised to add Breakpoints. Please discard PIE0603.*

Brand:	Model:	Model Year:		Breakpoints:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 2500HD/3500HD	2020	2020	<b>FLINT:</b> VIN# LF262557 June 04, 2020 <b>FORT WAYNE:</b> VIN# LZ285396 June 05, 2020 <b>SILAO:</b> VIN# LG333724 June 05,2020 Applies to <b>ONLY</b> Crew and Double Cab Models		All	All
GMC	Sierra 2500HD/3500HD						

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPOs)</b>	Equipped with WINDOW RR-FULL WIDTH, SLIDING, POWER (Trucks with 4 doors only)
<b>Condition</b>	<b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on the rear sliding window leaking water.
<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, inspect for a water leak at the rear window and/or at the rear cab spoiler attachments and contact the engineers listed below with your findings. Some leaks are being misdiagnosed and engineering is needing specific review of the spoiler and rear window. Refer to *Rear Window Replacement* in SI.

**Contact Information**

The Contact Information has been redacted.

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:

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Time</b>
2086178*	Engineering Information - Sliding Rear Window Leaking Water	0.8 hr

\* This is a unique labor operation for bulletin use only.

<b>Version</b>	2
<b>Modified</b>	Released December 03, 2020 Revised December 07, 2020 – Revised to add Breakpoints.