



Preliminary Information

PIC6523 Diagnostic Tip- For Window/s inoperative

Proactive

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Envista	2024	SOP	August 15, 2023	All	All
Chevrolet	Trax	2024	SOP	August 6, 2023	All	All

Involved Region or Country	North America
Condition	Customer may comment on one or more windows are inoperative at any given time. Technicians may find this condition to be intermittent in nature.
Cause	This condition may be caused by an internal issue in the window regulator motor.

Correction:

Before any parts replacement, technicians should check for related DTC's and address them first.

If no DTC's were found, technicians should first verify if the inoperative window will work with its individual control switch or can be commanded up/down with scan tool.

If the window operates with the scan tool and not via the switch, replace the related window switch.

If the window motor has been found inoperative at the time of service, technician should verify that the motor is receiving the correct operating voltage and ground in which to function.

If the inoperative window motor does have the correct operating voltage and ground or if the window operation is intermittent and the above direction has been performed, no repairs attempts should be made, as engineering is aware of the issue and this PI will be updated with a repair direction.

Version History

Version	1
Modified	10/06/2023 - Created on.



GENERAL MOTORS