



# Preliminary Information

## PIC6523A 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	There are 2 possible causes to this condition:  Condition #1: If the Windows Regulator assembly alignment is slightly out of alignment, there is a possibility that an operating load may be generated causing the window to be intermittently inoperative.  Condition #2: Is an internal issue in the window regulator motor that may cause the window motor to be intermittently inoperative.

### 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.

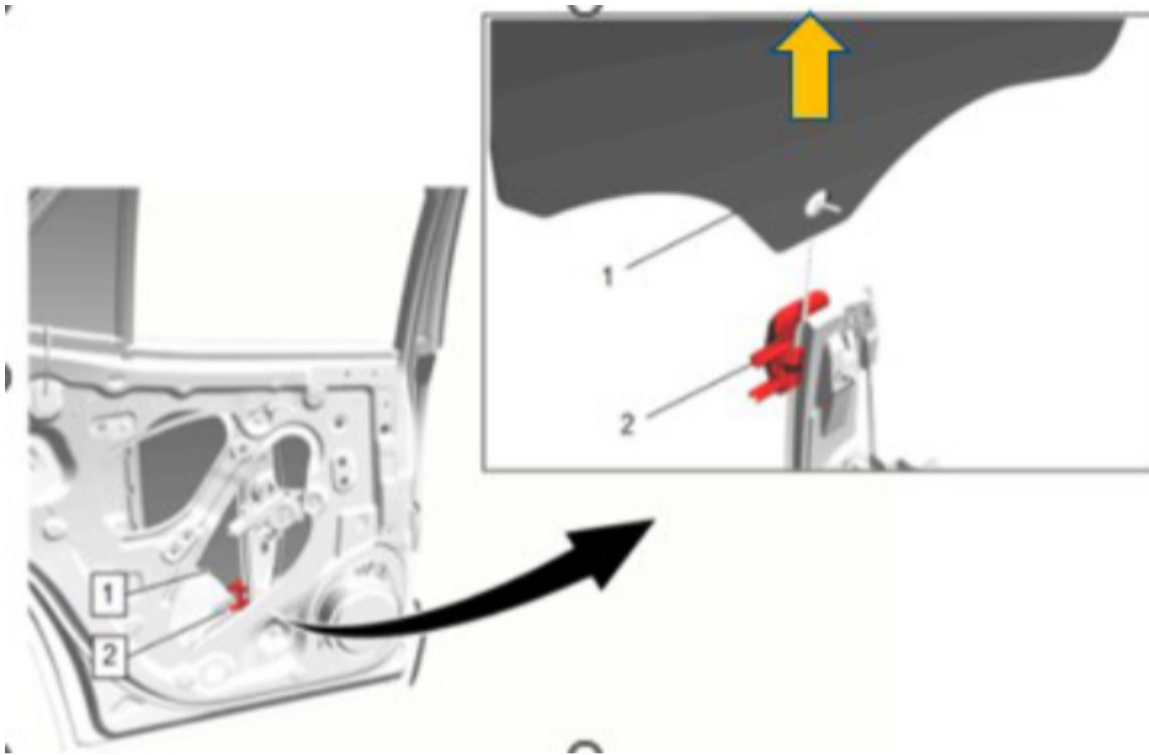
If the window operates with the scan tool and not via the switch, replace the related window switch.

**Caution: Temporary operation may stop due to motor overload protection device operation is normal. (e.g., when operating continuously for more than 10 times)**

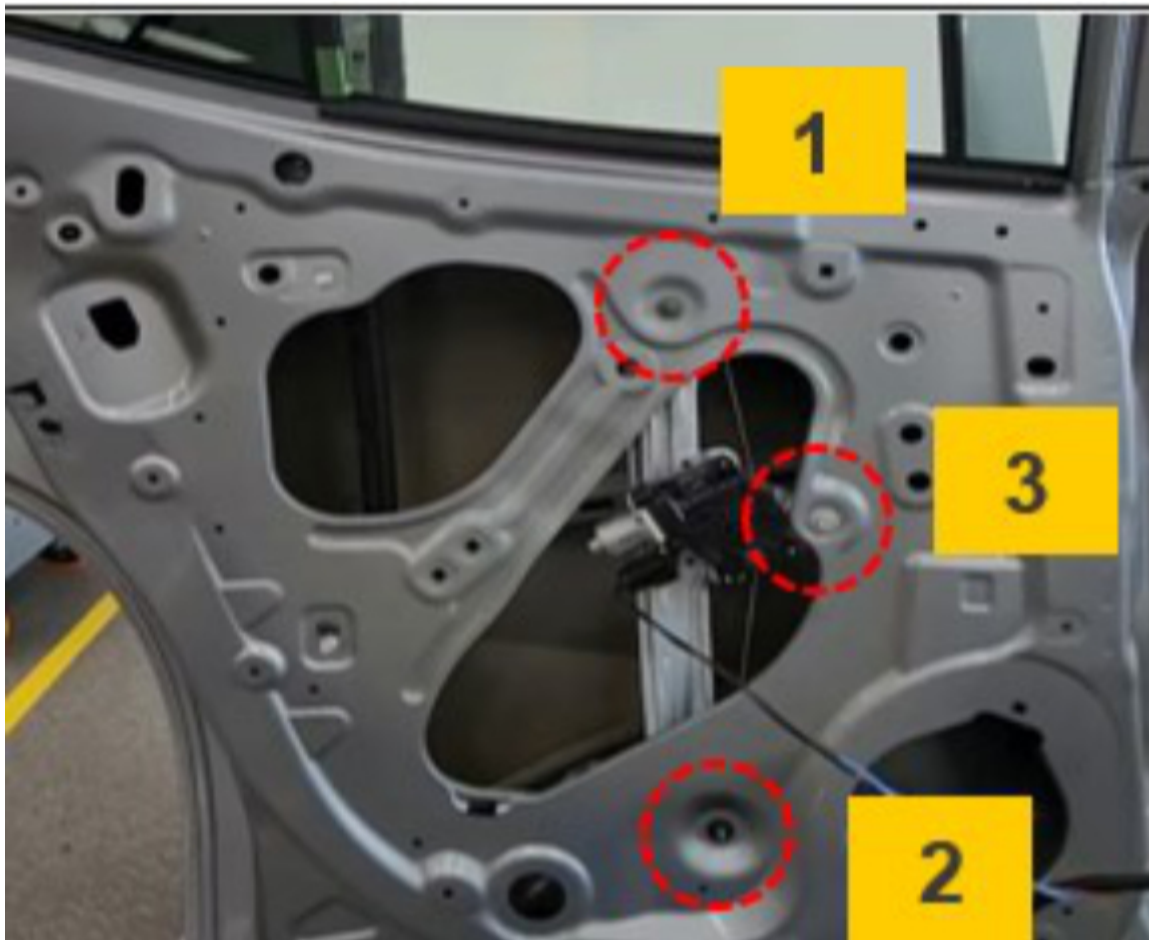
If the window motor has been found inoperative at the time of service, technician should verify that the motor is receiving the correct operating voltage and ground in which to function. If ok, replace the affected window motor.

If the window is intermittently inoperative, the technician should first attempt to reset the window regulator using the follow procedure:

1. Lower the rear door window to the middle position and remove the door trim.
2. Remove the rear side door water deflector.
3. Release the retainer (2) from the rear side door window (1). Lift the door window and secure it to the top.



4. Unscrew the Windows Regulator fixing bolt in a fastening state (Do not loosen the fixing bolt completely).
5. Re-tighten the fixing bolts to the specified torque (11N.m) in the order shown in the photo.



Note: If an intermittent inoperative window motor condition stills exists after performing this procedure, replace the affected window motor.

### 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	Labor Time
2086878	Refasten Window Regulator	0.6 Hrs.
*This is a unique Labor Operation for Bulletin use only.		

### Version History

Version	
	2

Modified

10/06/2023 - Created on.

11/03/2023 - Updated to include additional diagnostic instructions.



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