



Preliminary Information

PIC6523C 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 and CAYMAN ISLANDS, ST. MAARTEN, HONDURAS, HAITI, GUATEMALA, EL SALVADOR, DOMINICAN, REPUBLIC, CURACAO, TURKS, CAICOS, ISLANDS, COSTA RICA, BAHAMAS, ARUBA, PANAMA, NICARAGUA, MEXICO, ISRAEL, PHILIPPINES, TAHITI, NEW CALEDONIA, LAOS, CAMBODIA, MYANMAR
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 could be 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 refer to SI diagnostics and verify that the motor is receiving the correct operating voltage and ground in which to function.

If ok, replace the affected window motor.

Version History

Version	4
Modified	10/06/2023 - Created on. 11/03/2023 - Updated to include additional diagnostic instructions. 01/26/2024 - Updated to remove instructions for window regulator adjustment. 02/29/2024 - Updated to add additional regions.



GENERAL MOTORS

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