

Subject: Engineering Information - Door Windows Will Not Roll All the Way Up and/or Moves Back Down

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 PI has been revised to update the Contact Information, Warranty Information, and steps for the Correction. Please discard PIE0769C.

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	LYRIQ	2023	2024	—	—	—	—

Involved Region or Country	U.S. Dealers ONLY
Condition	Some customers may comment on the door windows will not roll all the way up and/or moves back down.
Cause	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

Important: This Engineering Information (PIE) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

If you able to duplicate the above concern, perform the following steps below: and contact the engineer with your findings:

1. Set the window glass to about one-third the way rolled up then turn the vehicle off.
2. Remove the FOB from the vehicle, leave the door open, and let sit for 45 minutes.
Important: DO NOT approach the vehicle with the key fob, the modules will need to be in deep sleep mode.
3. Remove the front side door window regulator, and get ready for a part return. Refer to *Front Side Door Window Regulator Motor Replacement* in SI.
4. Install the new window regulator and check for the proper glass function.

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 an engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2086888*	Engineering Information - Door Windows Will Not Roll All the Way Up	1.5 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	5
Modified	Released December 07, 2023 Revised December 18, 2023 - Updated the Contact Information. Revised January 18, 2024 - Updated Involved Region or Country, Correction and Warranty Information. Revised February 26, 2024 - Added Note under Correction. Revised July 25, 2024 - Updated the Contact Information, Warranty Information, and steps for the Correction.