



Bulletin No.: PIT5941B

Published date: 09/10/2024

Preliminary Information

PIT5941B Rear Back Glass Will Not Open With Rear Switch Or RKE

Models

| Brand: | Model: | Model Years: | VIN: from to | Engine: | Transmissions: |
|---------------|-----------------|---------------------|------------------------|----------------|-----------------------|
| Cadillac | Escalade Models | 2021 - 2024 | All | All All | All |
| Chevrolet | Suburban | 2021 - 2024 | All | All All | All |
| Chevrolet | Tahoe | 2021 - 2024 | All | All All | All |
| GMC | Yukon Models | 2021 - 2024 | All | All All | All |

| | |
|-----------------------------------|--|
| Involved Region or Country | North America |
| Condition | Some customers may state that the rear back glass will not open with the rear switch or the button on the RKE fob. |
| Cause | This may be due to the rear wiper arm not fully being in the park position even though the rear wiper arm looks correct on the rear back glass. |

Correction:

If you experience this concern, please try the follow procedure to see if this resolves your concern:

- 1) Remove the rear wiper arm
- 2) Turn on the rear wiper switch and allow the wiper motor to cycle and then shut the rear wipers switch back to the off position.
- 3) Re-install the wiper arm, and retest the rear back glass for proper operation.
- 4) If the concern returns again, replace rear wiper motor assembly.

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 |
|------------------------|-------------------------------|----------------------------------|
| 2070300 | R&R Rear Wiper Arm | Use Published Labor Time. |

Additional SI Keywords

gate, lift, lift-gate, liftgate, liftglass, lift-glass,

Version History

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|-----------------|---|
| Version | 3 |
| Modified | 09/06/2022 - Created on. 09/12/2023 - Updated to add 2023 Model Year. 09/10/2024- Updated Model Years. |

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