



# Service Bulletin

Bulletin No.: 25-NA-022

Date: March, 2025

## TECHNICAL

**Subject: Driver Window Stuck or Intermittent Operation Concerns**

| Brand:    | Model:       | Model Year: |      | Vehicle Build Date |                     | Engine: | Transmission: |
|-----------|--------------|-------------|------|--------------------|---------------------|---------|---------------|
|           |              | from        | to   | from               | to                  |         |               |
| Chevrolet | Equinox EV   | 2024        | 2025 | May 14th, 2024     | December 15th, 2024 | All     | All           |
|           | Equinox      | 2024        | 2025 |                    |                     |         |               |
|           | Colorado     | 2024        | 2025 |                    |                     |         |               |
|           | Silverado EV | 2024        | 2025 |                    |                     |         |               |
|           | Traverse     | 2024        | 2025 |                    |                     |         |               |
| GMC       | Canyon       | 2024        | 2025 |                    |                     |         |               |
|           | Terrain      | 2024        | 2025 |                    |                     |         |               |

|                                   |   |
|-----------------------------------|---|
| <b>Involved Region or Country</b> | North America, Middle East, Israel, Palestine, Brazil (Mercosur), Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Peru (West), Uruguay (West), Japan, S. Korea |
| <b>Additional Options (RPOs)</b>  | Equipped with WINDOW CONTROL - REMOTE EXPRESS DOWN, ALL WINDOWS (RPO WLD)   |
| <b>Condition</b>                  | Customers may notice that the driver door window may intermittently not roll up or down or found to be stuck after the window switch open/close button is pressed.            |
| <b>Cause</b>                      | The window switch may have a faulty internal relay leading to an inoperable switch.   |
| <b>Correction</b>                 | Dealers are to replace the driver window switch.  |

**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.

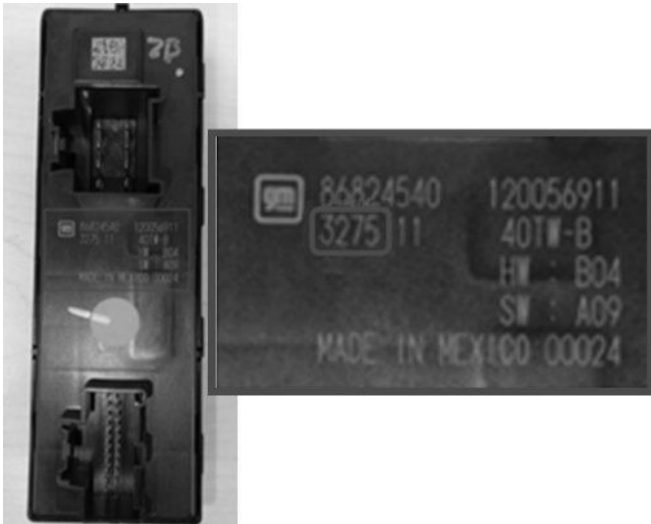
**Important:** This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool, and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the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

### Service Procedure

If the above issue is presented, please follow *Front Side Door Window Switch Replacement* in Si.

No other parts need to be replaced.

**Note:** Prior to replacing the switch, please check the OEM production part on the vehicle for the Julian date. Julian dates are printed under the GM part number on the back of the switch. See photos below for reference only.



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**Note:** If the date code is between 4135 and 4350, proceed with replacing the switch. If the code is outside Julian date range, please follow SI diagnostics for normal diagnosis.

### Parts Information

| Causal Part | Description              | Part Number | Qty |
|-------------|--------------------------|-------------|-----|
| X           | SWITCH, FRT S/D WDO CONT | 85670255    | 1   |

### Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description                               | Labor Time                         |
|-----------------|---|------------------------------------|
| 2025110         | Front Side Door Window Switch Replacement | Use Published Labor Operation Time |

|          |                            |
|----------|----------------------------|
| Version  | 1                          |
| Modified | Released February 06, 2025 |

