



# Service Bulletin

Bulletin No.: PIE0830

Date: April, 2025

## ENGINEERING INFORMATION

**Subject:** Engineering Information - Side Door Windows Inoperative When Pressing the Window Switch

**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.

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
GMC	HUMMER EV	2024	2025	—	—	—	—
	HUMMER EV SUV						

<b>Involved Region or Country</b>	<b>U.S. Dealers ONLY</b>
<b>Condition</b>	Some customers may comment on the side door windows being inoperative when pressing the window switch.
<b>Cause</b>	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:** 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 encounter a vehicle with the above concern, perform the following steps and contact the engineer listed below with your findings and for further instructions:

1. Let the motor rest and cool down for about 10 minutes and re-check the window functionality.
2. If the functionality returns, then the root cause is likely that the thermal protection has been triggered due to motor being hot.
  - 2.1. If that is the case, some extra friction may exist.
    - 2.1.1. Check for binding and the glass installation. Refer to *Front Side Door Window Adjustment* in SI.
3. Check the window switch if still inoperative after 10 minutes.
4. Contact the engineer listed for further instructions.

**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
2080998*	Engineering Information - Side Door Windows Inoperative When Pressing the Window Switch	0.6 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released April 17, 2025

