



# Service Bulletin

Bulletin No.: PIE0833

Date: April, 2025

## ENGINEERING INFORMATION

**Subject:** Engineering Information - Power Windows are Inoperative, DTC B1038 Set

**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:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	ESCALADE IQ	2025	2025	—	—	—	—

Involved Region or Country	U.S. Dealers ONLY
<b>Condition</b>	Some customers may comment on the power windows are inoperative. Technician may find DTC B1038 set.
<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 check list then contact the engineer listed below with your findings and for further steps:

**Note:** DO NOT disconnect the 12v. battery.

**Note:** DO NOT perform Vehicle Wide Programming (VWP).

1. Is the issue live, (yes or no)?
2. Which windows are inoperative? Record the results.
  - 2.1. Record the results.
3. Collect the DTCs. If DTC B1038 is present, record the BCM voltage for circuit 126.
4. Can the driver's door control switch operate all the windows, (yes or no)?
5. Can the passenger switch operate the window, (yes or no)?

6. Can you control the windows function via GDS (yes or no)?
7. Is there a service door latch message, (yes or no)?
8. Is the vehicle equipped with power doors, (yes or no)?
9. Disconnect the 12v battery, then reconnect and check window function. Does the window inoperative condition still present. (yes or no)?
10. Contact the engineer with your findings.

### 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
2081068*	Engineering Information - Power Windows are Inoperative	0.6 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released April 28, 2025

