



Service Bulletin

Bulletin No.: PIT5941C

Date: April, 2025

PRELIMINARY INFORMATION

Subject: Rear Back Glass Will Not Open With Rear Switch Or RKE

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2021-2025		All	All	All	All
Cadillac	Escalade ESV	2021-2025		All	All	All	All
Chevrolet	Suburban	2021-2025		All	All	All	All
Chevrolet	Tahoe	2021-2025		All	All	All	All
GMC	Yukon	2021-2025		All	All	All	All
GMC	Yukon XL	2021-2025		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, window

Version	4
Modified	09/06/2022 - Created on. 09/12/2023 - Updated to add 2023 Model Year. 09/10/2024- Updated Model Years. 04/16/2025 - Updated Model Years.

