



# Service Bulletin

Bulletin No.: PIC6633

Date: December, 2025

## PRELIMINARY INFORMATION

**Subject: Door Window Bind, Reversal or Incomplete Motion and Possible Noises**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	OPTIQ	2025 - 2026		All	All	All	All

<b>Involved Region or Country</b>	North America, Middle East, Europe
<b>Condition</b>	Customer may comment about window may bind, may not roll up all the way or may do an unintended window reversal or slow window travel. Customer may comment on a scrapping, tick or rattle noise that may be heard near the window when stationary or in motion.
<b>Cause</b>	Possible glass installed on the outboard side of the glass seal

### Correction

Inspect the door glass for the affected door and verify if the window is on the outboard side of the seal. See images below.



This image shows the window positioned correctly in the seal.

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This image shows the window positioned on the outboard side of the seal.

If the window is located on the wrong side of the seal, the technician will need to lower the glass to the full down position and then pull the lower portion of the seal out from the applique, then reinstalling it properly so the glass is INBOARD of the outmost seal lip.

If this condition is not found, refer to SI for further assistance to root cause a window performance or noise issue.

### 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
1080838*	Verify customer concern and reposition window seal	0.3 Hrs.
*This is a unique Labor Operation for Bulletin use only.		

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