

Subject: Engineering Information - Sliding Rear Window Leaking Water

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:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 2500HD/3500HD	2020	2020	-	-	All	All
GMC	Sierra 2500HD/3500HD						

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with WINDOW RR-FULL WIDTH, SLIDING, POWER (Trucks with 4 doors only)
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on the rear sliding window leaking water.
Cause	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

If you encounter a vehicle with the above concern, inspect for a water leak at the rear window and/or at the rear cab spoiler attachments and contact the engineers listed below with your findings. Some leaks are being misdiagnosed and engineering is needing specific review of the spoiler and rear window. Refer to *Rear Window Replacement* in SI.

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 engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2086178*	Engineering Information - Sliding Rear Window Leaking Water	0.8 hr

* This is a unique labor operation for bulletin use only.

Version	1
Modified	Released December 03, 2020