

2013 - 2019 Cadillac ATS-V and CTS-V: Service Bulletin: #PIC6364B: Power Windows May Become Inoperative after Dead or Discharged Battery - (Jan 19, 2021)

#PIC6364B: Power Windows May Become Inoperative after Dead or Discharged Battery - (Jan 19, 2021)

Subject: Power Windows May Become Inoperative after Dead or Discharged Battery

Brand:	Model:	Model Year:	VIN:		Engine:	Transmission:
		from to	from	to		
Cadillac	ATS	2013 - 2019	All	All	All	All
Cadillac	CTS	2014 - 2019	All	All	All	All
Chevrolet	Camaro	2016 - 2021	All	All	All	All

Involved Region or Country

North America

Condition

Some customers may notice that the power windows have become inoperative after a discharged or dead battery condition.

Cause

This concern may be caused by the

microcontroller trim value inside the window regulator becoming locked.

Correction

This concern may be corrected by following the steps listed below. This procedure will reset the microcontroller within the window regulator.

1. Make sure the vehicle's battery has a full state of charge.
Cameras ~~ONLY~~ - the following fuses for a minimum of 1 minute:

F17UA fuse - UBEC - 10 amp - Passenger Window Switch

F7RA fuse - RBEC - 30 amp - Passenger Window Motor / Right Rear Window Motor

F9RA fuse - RBEC - 30 amp - Driver Window Motor / Left Rear Window Motor

ATS / CTS ONLY-

F31UA fuse - UBEC - 10 amp - Passenger Window Switch

F2RA fuse - RBEC - 30 amp - Driver Window Motor / Left Rear Window Switch

F13RA fuse - RBEC - 30 amp - Passenger Window Motor / Right Rear Window Switch

3 - Complete the window relearn procedure.

Refer to the SI document titled "Window Motor Programming - Express Function"

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
2081978	Window Regulator - Microcontroller Reset	0.4 Hrs.
<i>Version</i>	3	
<i>Modified</i>	05/13/2019 - Created on	
	06/03/2019 - Updated Models and added warranty information.	
	01/19/2021-Updated Camaro to 2021 model year per Ann Briedis	

Online URL:

<https://www.cadillacvnet.com/knowledge-base/article/2013-2019-cadillac-ats-v-and-cts-v-service-bulletin-pic6364b-power-windows-may-become-inoperative-after-dead-or-discharged-battery-jan-19-2021-48.html>