Then my guess is that something was already done to it so that you can't do that. If you still want there to be a cut into it I can think of an alternate way though. First create a box and delete the two sides of the box.

It'll look like this. Then boolean that box into the one that you want to push it back.

Should look like that, sorta like an extra poly but nothing actually moved. (hit F4 to see polygons better)

Then just extrude it.

Extruding can be a very useful tool too so you should experement with it a bit. I only actually discovered that it can be really good for tunnels and insides of buildings a few months ago.