



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Front Passenger Flooring Wet, Water Sloshing Noise, or Mist From Dash Vents (Inspect Evap Drain Hose)

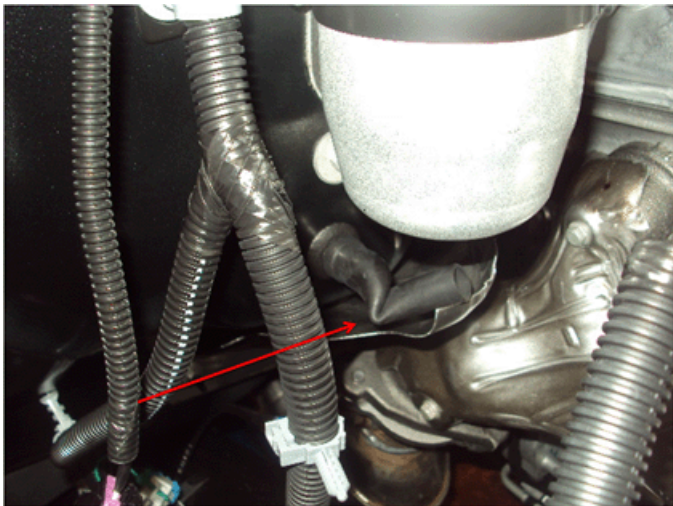
**Models:** 2010-2013 Cadillac Escalade Models  
2010-2013 Chevrolet Avalanche, Silverado, Suburban, Tahoe  
2010-2013 GMC Sierra Models, Yukon Models

*This PI was superseded to update model years and add labor op. Please discard PIT5014.*

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Some customers may comment of one or more of the following issues: front passenger flooring wet, water sloshing noise, and/or mist from the dash vents. This condition may be caused by the HVAC evaporator drain hose kinked, as shown below.



### Recommendation/Instructions

To correct this concern reposition/rotate the drain hose to clear the heat shield.

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
D9755*	Reposition HVAC Drain Hose	0.2

\* This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the

remaining steps do not need to be performed.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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