



Service Bulletin

File in Section: -

Bulletin No.: PIP4775B

Date: November, 2012

PRELIMINARY INFORMATION

Subject: SES Light Due To P2181 DTC - Inspect Rear Heater Operation And Hose Installation

Models: 2010 - 2013 Chevrolet Express Cutaway
2010 - 2013 GMC Savana Cutaway
with a Bus Body, V8 Gas Engine, and Rear Heat Provisions (RPO ENC)

This PI was superseded to update model years. Please discard PIP4775A.

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

Condition/Concern

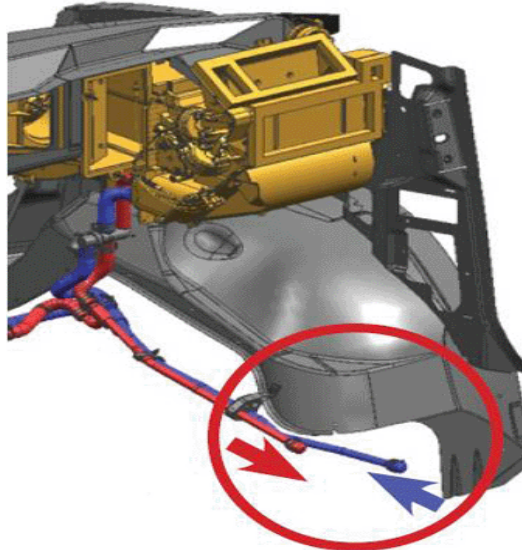
Some customers may complain of a SES light that comes on shortly after cold start. Upon inspection a P2181 DTC will be found in the ECM.

This may be the result of having the rear heater hose connections reversed or from having the rear heater fan set to high during engine warm up.

Recommendation/Instructions

If this concern is encountered, inspect the rear heater pipes shown below for proper installation.

The longer, outboard pipe shown in blue is the coolant return from the rear heater. The shorter, inboard pipe shown in red is the coolant supply to the rear heater.



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If the connections are reversed, install them correctly and re-evaluate the concern.

If the connections are correct, question the customer to determine if this occurred shortly after cold start and if the rear heat was on when this concern occurred. If so, ask them to let the vehicle warm up before turning the rear heat on and re-evaluate the concern.

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.