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Service Bulletin

PRELIMINARY INFORMATION

Subject: Excessive Dust Intruding Into The Cabin Interior

Models: 2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500

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

Condition/Concern

Some customers may comment that they have excessive dust intruding into the cabin of their pickup. This concern will be more noticeable when the HVAC is in recirculation mode. When in recirculation mode, the outside air is completely closed off and the HVAC system is recirculating 100% of the cabin air. This will cause very low cabin pressure and may allow dust to enter the cabin at various locations.

GM Engineering has released updated HVAC calibrations which will close the recirculation door 90% when in recirculation mode. This will allow the HVAC system to draw in approximately 10% outside air, thus slightly pressurizing the cabin, making it more difficult for dust to enter the cabin. This is similar to how the previous generation truck's recirculation mode operated.

Note: This new calibration may have a marginal decrease in HVAC cooling and slightly more outside ambient noise being heard in the cabin, while in recirculation mode.

Recommendation/Instructions

If the Customer would like to keep the factory calibration in which the recirculation door closes off 100% of the outside air, please advise the Customer to place the HVAC system in fresh air mode while traveling on dusty roads. This will reduce the amount of dust entering the cabin.

If the owner would like the updated HVAC calibration which allows for approximately 10% outside air to enter the cabin, reprogram the HVAC Module with the latest calibration available in TIS2WEB and select the calibration to correct dust intrusion.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2810015	HVAC System Control Module Reprogramming with SPS	Use Published Labor Operation Time

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.