



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** HVAC Blower Motor Is Noisy Or Vibrates

**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.

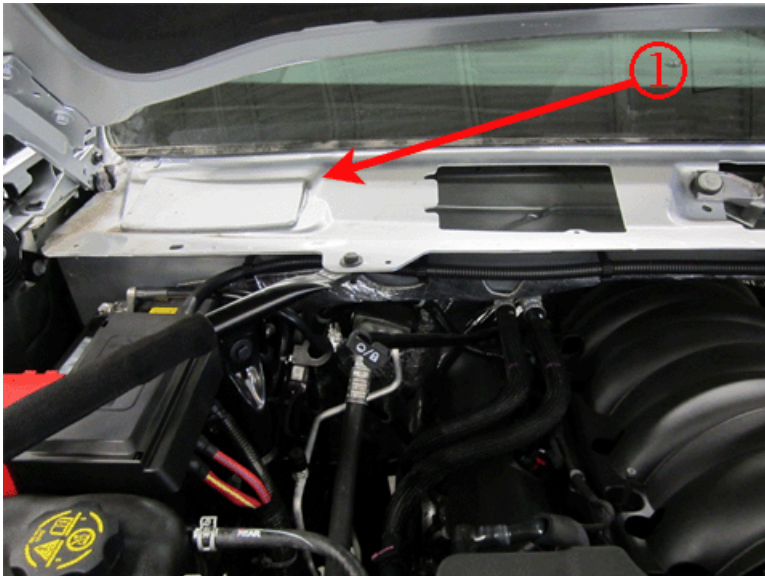
### Condition/Concern

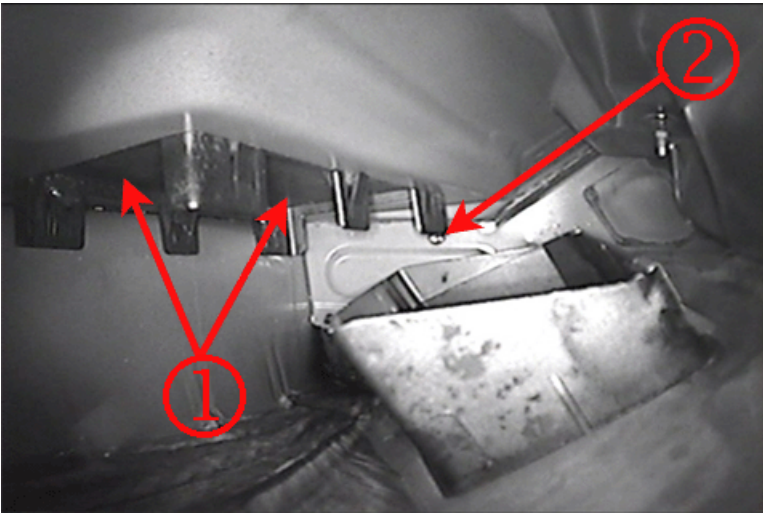
Some owners may comment that when the HVAC blower motor is running, it is noisy or may vibrate. This concern will only occur when temperatures are below 32 deg F (0 deg C). If the blower motor is removed while it is still cold, ice may be found on the blower motor cage. If the cabin air filter is removed while still cold, snow and/or ice may be found on the filter. This concern could be caused by either a water leak into the HVAC case or snow ingestion into the HVAC case.

**Note:** Some snow on the cabin filter is normal.

### Recommendation/Instructions

1. Perform normal water testing diagnostics while the HVAC is running (high blower and in fresh/outside air mode). Inspect for any water leaking past the plenum cover cap, as shown below (1). Water could drip off the bottom of the plenum cover cap (1) into the HVAC fresh air inlet, as shown below (2).





2. If water is leaking past the plenum cover cap (1) it will need to be removed and resealed. While the plenum cover cap is removed also complete the next steps to add a low pressure drop fine snow resistant screen over the fresh air inlet to prevent snow ingestion.
3. Install a 12" x 12" snow resistant screen material over the HVAC fresh air inlet (2), as shown below. The water resistant screen can be ordered from Outerwears at [www.outerwears.com](http://www.outerwears.com) or by calling 800-967-3450. When searching for the product on the website, use part number WR12 and then select color Black (WR12BK).



4. Secure the snow resistant screen with 7 clips, part number 11588650, to the HVAC fresh air inlet (2), as shown below.



5. Reinstall plenum cover cap using Kent air dry sealer or RTV around the perimeter of the plenum cover cap.
6. Confirm there are no leaks by repeating step 1.

### Parts Information

Part Number	Description	Qty
11588650	CLIP,L/GATE TR FIN PNL	7
*WR12 (Color Black - WR12BK)	WATER RESISTANT SCREEN	1
<p>*This is an Outerwears part number. We believe this source and their products to be reliable. There may be additional manufacturers of such products/materials. General Motors does not endorse, indicate any preference for, or assume any responsibility for the products or material from this firm or for any such items that may be available from other sources.</p>		

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2080148*	Install Snow Resistant Screen On Fresh Air Intake	1.5 hr
<p>* This is an unique labor operation for bulletin use only. This will not be published in the Labor Time Guide.</p>		

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.

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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