



Service Bulletin

PRELIMINARY INFORMATION

Subject: Blower Motor Is Inoperative At Startup

Models: 2014 Chevrolet Silverado 1500
2015 Chevrolet Silverado, Colorado
2014 GMC Sierra 1500
2015 GMC Sierra, Canyon
With Manual HVAC (RPO C67 or C42)

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

Condition/Concern

A customer may comment that upon starting the vehicle there is a lack of air flow through the HVAC vents and that the indicators on the HVAC controls are illuminated and the display may show A/C off.

The customer should be questioned to determine if the following steps were followed prior to the event happening:

1. Vehicle running
2. Blower motor is in any position other than off.
3. Defrost button is selected (indicator light on).
4. Blower Motor is turned to the Off position
5. Defrost button is selected (indicator light goes off).
6. Vehicle is turned off (open and close driver's door to let modules go to sleep after several mins)
7. Vehicle is restarted.
8. Blower motor knob is turned to any position other than Off, the concern is now present and the blower motor will not adjust.



The blower motor function can be restored by doing either of the following:

- If any one of the HVAC mode buttons is selected and the blower knob rotated to any position, the blower motor will begin to work.
- If the vehicle is turned off then restarted and the blower knob rotated the function will also be restored.

Recommendation/Instructions

An updated software calibration has been released to address this concern. Reprogram the K33 HVAC Control Module using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB.

Refer to the HVAC System Control Module Programming and Setup procedure in SI.

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.

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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