



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Unable to Change HVAC Mode Defrost Or Recirc Position

Models: 2012-2015 Chevrolet Express
2012-2015 GMC Savana

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

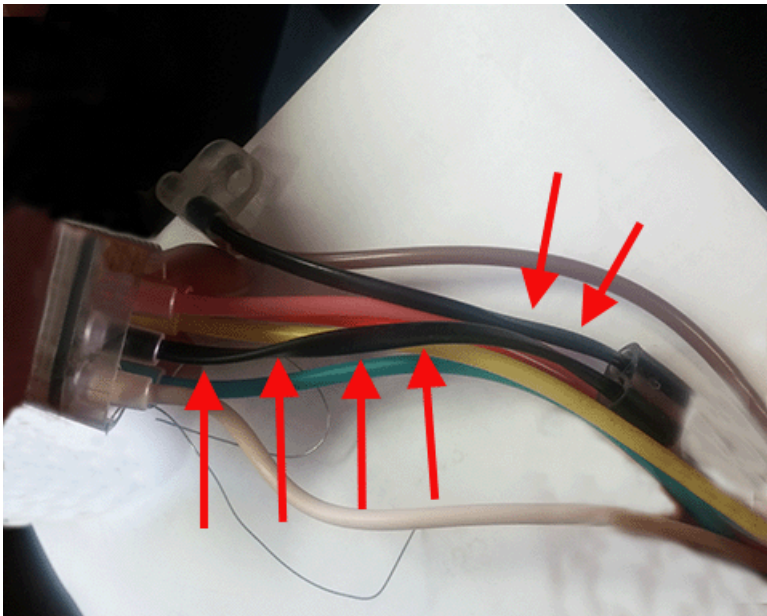
Condition/Concern

Some customers may comment that they cannot change HVAC Mode, Defrost or RECIRC positions.

Recommendation/Instructions

These vehicles use vacuum actuators to operate the HVAC Mode, Defrost, and Recirc doors. Inspect vacuum lines from HVAC Control to affected actuator for being pinched causing a restriction or open in the line.

Note: Most issues are located near the HVAC Control Head as shown below



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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