

# Service Update

## 18338 Defrost Linkage Not Fully Seated



Reference Number: N182183980

Release Date: October 2018

Revision: 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado	2019	2019		
GMC	Sierra	2019	2019		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2019 model year Chevrolet Silverado and GMC Sierra vehicles may have a linkage to the HVAC front defrost door that is not fully seated and it may disconnect over time.
<b>Correction</b>	Inspect the defrost linkage and repair if the linkage is not fully seated.

### Parts

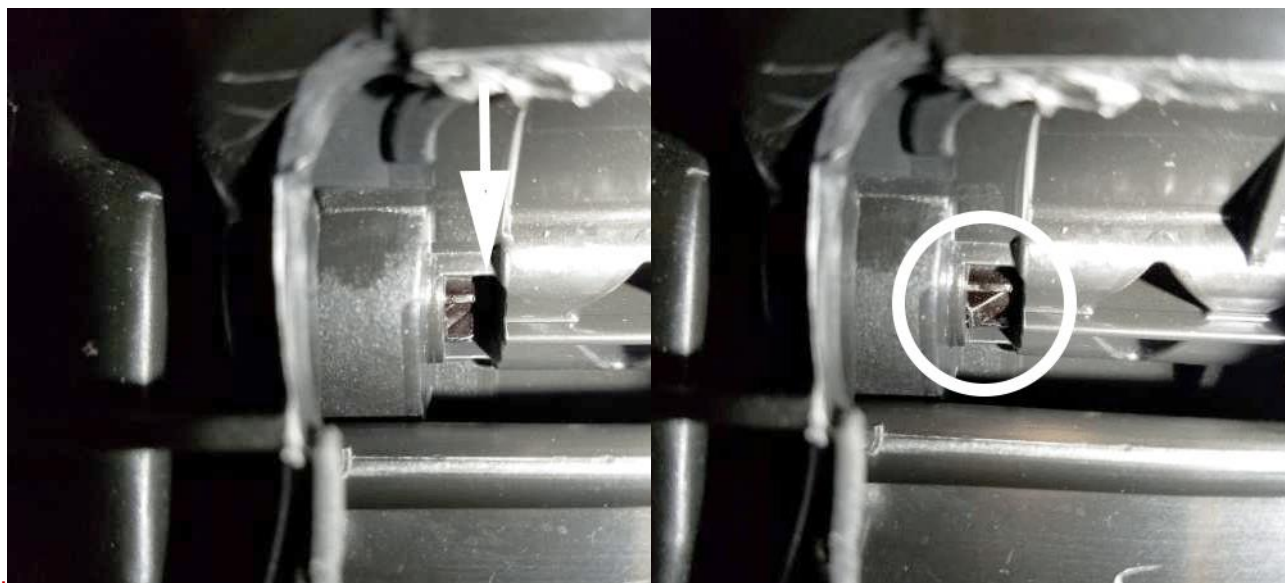
No parts are required for this procedure.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104183	Inspect Only – No Further Action Required	0.2	ZFAT	N/A
9104184	Inspect and Snap In Defrost Door Linkage	0.3	ZFAT	N/A

### Service Procedure

**Note:** The following pictures illustrate the difference between an incorrectly installed defrost lever and a properly installed defrost lever and are for reference only to demonstrate the issue we are fixing. The picture with an arrow points to the gap indicating a bad part, and the picture with a circle shows a correctly installed part.



5157794

5157803

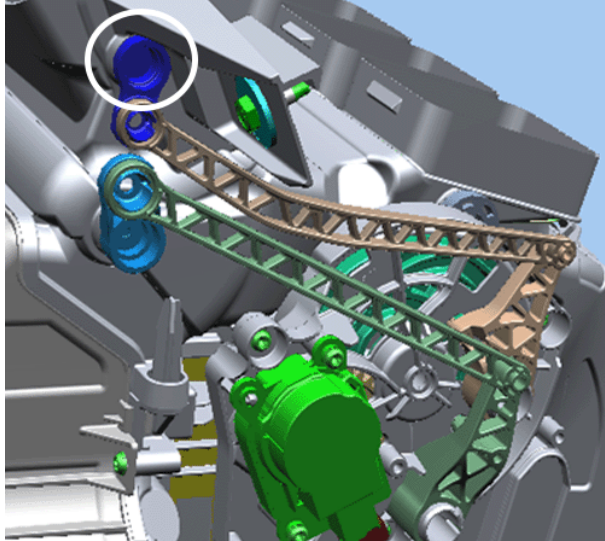
1. Remove the Instrument Panel Lower Trim Panel Insulator. Refer to *Instrument Panel Lower Trim Panel Insulator Replacement – Left Side*.

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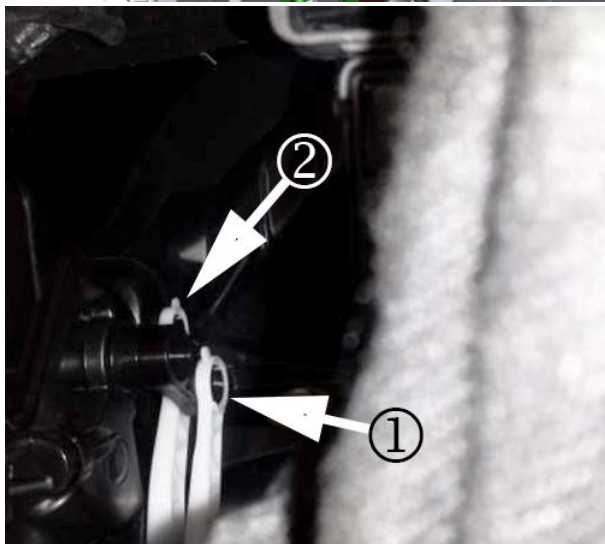
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2. Remove the Floor Front Air Outlet Duct. Refer to *Floor Front Air Outlet Duct Replacement – Left Side* in SI (optional depending on dexterity and preference).
3. Lay in the driver's side footwell with your head near the pedal to visually inspect the area of concern (straight up from the gas pedal towards the inboard side of the vehicle).



5153509



5157804

4. Using a flashlight, locate the kinematics package consisting of two white links and two black levers. The black defrost lever is not involved in this concern, but it is attached to a very similar white floor link. Use care to ensure the correct linkage is identified. Floor linkage (1), defrost linkage (2) (also circled in the computer math drawing), is the area of concern.
5. Perform a wiggle test, using your index finger to wiggle the defrost lever in and out.
  - A good part will create an audible clunk noise as it is wiggled back and forth as the defrost door bangs into the HVAC housing. Proceed to step 10.
  - A bad part will be loose and can pull itself free from the defrost door during the wiggle test. Be careful not to pull the lever entirely out of the door. There may be an audible series of clicks during this, but it is different from the clunk sound caused by a good part. If the vehicle fails the wiggle test, proceed to step 6.
6. Remove the Instrument Panel Compartment Door (glove box). Refer to *Instrument Panel Compartment Door Replacement* in SI.

(Video #1 – SIO – 5157805)

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(Video #2 – SIO – 5157806)

7. Using the provided borescope with backing tool, install it into the slot at the upper left corner of the filter cover to the I/P carrier as shown in the video. Place the end of the tool against the defrost door bearing.
8. Using a helper, as one person keeps pressure on the defrost door bearing with the backing tool, a second person in the driver's foot well will press the defrost door lever into the defrost door until it locks. Repeat the wiggle test from step 5 to verify that the lever is locked.
9. Reinstall the Instrument Panel Compartment Door. Refer to *Instrument Panel Compartment Door Replacement* in SI.
10. If you removed it, reinstall the Front Floor Air Outlet Duct. Refer to *Floor Front Air Outlet Duct Replacement – Left Side* in SI.
11. Reinstall the Instrument Panel Lower Trim Panel Insulator. Refer to *Instrument Panel Lower Trim Panel Insulator Replacement – Left Side*.

#### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



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GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4884  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 24, 2018

Subject: 18338 - Service Update  
Defrost Linkage Not Fully Seated

Models: 2019 Chevrolet Silverado  
2019 GMC Sierra

To: Involved General Motors Dealers

General Motors is releasing Service Update 18338 today. The total number of U.S. vehicles involved is approximately 2. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated October 24, 2018. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS