



Preliminary Information

PIT5660 HVAC Mode Does Not Move to the Correct Position / Unable to Reach Certain Mode Positions / Mode Door Stuck / No Related HVAC DTCs

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 1500 (New Model)	2019	All	All	All	All
GMC	Sierra 1500 (New Model)	2019	All	All	All	All

Involved Region or Country	North America
Condition	<p>Some customers may comment on any of the following concerns:</p> <ul style="list-style-type: none">- HVAC mode door moves to the incorrect position- HVAC mode door is stuck/inoperative- HVAC mode door will not reach certain positions, example when panel vent is selected it will not go to the panel vent position- No related HVAC DTC's will be set
Cause	<p>These concerns could be caused by the mode door actuator losing it's position. The mode door actuator may lose it's position if the mode is changed while several of the vent outlets are closed off and the blower motor is set to the highest speed. This causes excessive pressure to build up inside the HVAC case, making it difficult for the actuator to move the mode door.</p> <p>Typically, this condition occurs because the HVAC panel vent outlets are closed off during assembly and the customer is unaware that they are still closed.</p>

Correction:

If a customer comes in for any of the conditions listed above, inspect the front and rear vent outlets for being closed off. If the mode door actuator loses it's position, it can be corrected by performing the following procedure to relearn the mode door actuator position:

1. Open all of the panel vent outlets (front dash panel vents and rear seat vents)
2. Start the engine
3. Set the HVAC blower to the lowest speed
4. Select full panel vent mode by verifying the "Panel/Vent" button LED is on and the "Floor" and "Defrost" button LEDs are OFF, example shown below. Then, wait 15 seconds before performing the next step.
5. Press the HVAC "MAX Defrost" button on the HVAC control panel and then wait another 15 seconds before performing the next step.
6. Repeat step 4.
7. Set the blower speed to a higher setting and cycle between each of the HVAC modes to verify the vehicle has been repaired.

This condition may appear to be intermittent because it can correct itself if the customer goes into full panel vent mode or when the HVAC control module performs an actuator relearn, which happens after approximately 20 ignition cycles.

Engineering is working on updates to prevent it from reoccurring. When more information becomes available, this PI may be converted into a bulletin.



Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
4485998*	Perform Mode Door Actuator Relearn	0.3hr
*This is a unique Labor Operation for Bulletin use only.		

Additional SI Keywords

a/c ac air conditioning defrost floor flow heat heater inoperative no panel stuck wrong

Version History

Version	1
Modified	03/05/2019 - Created on

