



Service Bulletin


Bulletin No.: 21-NA-097

Date: May, 2021

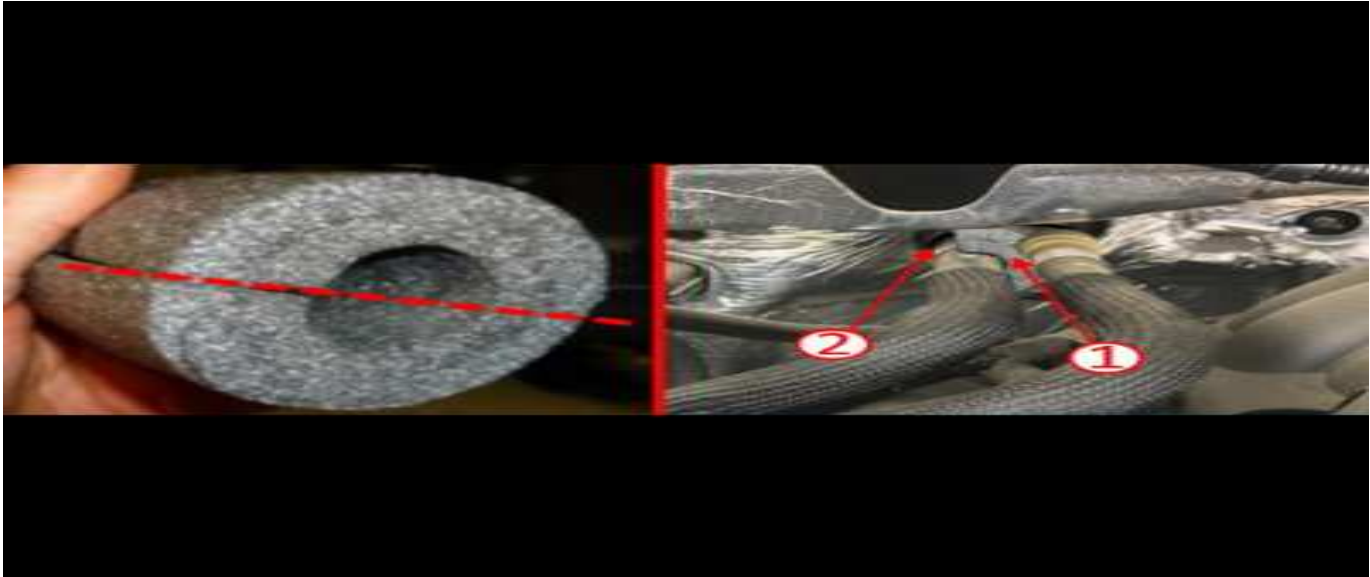
TECHNICAL

Subject: Rattle or Buzz Noise from Instrument Panel Area

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado	2015	2018				
	Silverado 2500HD/3500HD	2019	2021				
GMC	Sierra	2015	2018				
	Sierra 2500HD/3500HD	2019	2021				

Involved Region or Country	North America, Middle East, Israel, Palestine.
Condition	Some customers may comment on a rattle/buzz type noise from the center instrument panel area.
Cause	 <p style="text-align: right; font-size: small;">5812781</p>
Correction	This condition may be caused by the heater core pipes contacting the HVAC case. Install a foam insulator between the heater core lines.

Service Procedure



5812549

Note: Open cell foam hot water plumbing insulation was the chosen material for this repair.

1. Cut the plumbing insulation approximately 3 inches (76 mm) in length.
2. Cut the insulation circumference in half as shown in the graphic above.
3. Insert the half sleeve between the inlet and outlet of the heater core pipes (1).
4. Utilizing a tie strap (2), gently secure the foam piece between the heater core inlet and outlet connectors.

Parts Information

Causal Part	Description	Part Number	Qty	Material Allowance
N/A	Foam Pipe Insulation*	Local Distributor	1	\$4.00 (U.S.) \$6.00 (Canada)
N/A	STRAP, TIE	11509086	1	-

*There is enough material to repair additional vehicles. Store the remaining material for future use.

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
4486128*	Add Foam to Isolate Heater Core Lines	0.5 hr

*This is a unique Labor Operation for Bulletin use only.

Version	1
Modified	Released April 26, 2021

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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