Bulletin No.: PIT5868
Published date: 11/29/2021

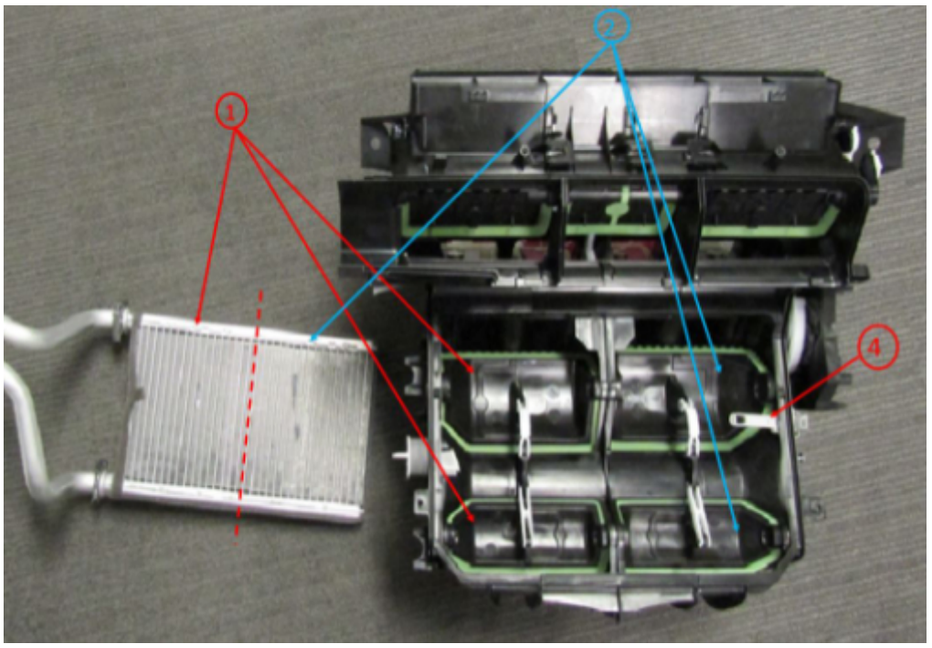
Preliminary Information

PIT5868 Poor Heater Performance On Drivers Side

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade Models	2021	All	All	All	All
Chevrolet	Silverado 1500 (New Model)	2019	All	All	All	All
Chevrolet	Silverado	2020 - 2021	All	All	All	All
Chevrolet	Suburban	2021	All	All	All	All
Chevrolet	Tahoe	2021	All	All	All	All
GMC	Sierra 1500 (New Model)	2019	All	All	All	All
GMC	Sierra	2020 - 2021	All	All	All	All
GMC	Yukon Models	2021	All	All	All	All

Involved Region or Country	North America
Condition	Some customers may comment on lower heater performance from the driver side HVAC vents when compared to the passenger side. In some cases, the driver side center dash vent will have the lowest temperature.
Cause	The cause of this condition could be one of the following: Cause 1: The heater core may have become plugged. When the heater core begins to plug, it affects the driver side center vent first. Cause 2: Both single and dual zone HVAC cases utilize two temperature doors per side (a total of four doors), shown below. In the photo below, call-out 1 shows the passenger side temperature doors and heater core. Call-out 2 show the driver side temperature doors and heater core. Call-out 4 shows the evaporator air temperature sensor location in relation to the driver side temperature door which will be helpful later in this document. Inside the HVAC case, there are four white links which connect each of the four temperature doors. In some cases, one of these white links can become disconnected inside the HVAC case, as shown below (3).



Correction:

If, after performing normal SI diagnostics, the cause has been determined to be an issue within the HVAC case, then perform the following:

1. Remove the Evaporator Air Temperature (EAT) sensor (4) from the HVAC case, as shown below. Next, using a bore scope through the opening for the EAT sensor (5), inspect both driver side temperature doors while changing the HVAC temperature setting from full cold to full hot, or while manually rotating the driver side temperature door shaft with the temperature actuator removed. See first photo above for the relationship between the driver temp doors and EAT opening (4).

- If the temperature doors are moving through their full travel, then continue to Step 2.

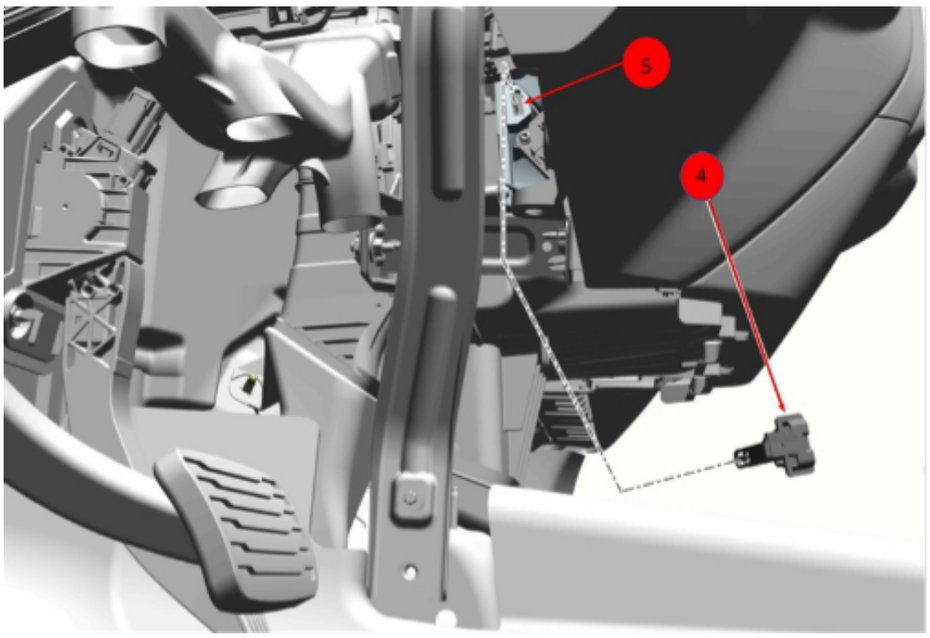
- If a temperature door is not moving, or not moving properly, then this could be an issue with a white link disconnected, temperature door issue, or an actuator issue. Perform normal diagnostics to determine the root case. It may be necessary to disassemble the HVAC case to determine the root cause of a door issue and then replace any parts that are necessary.

2. If the driver side temperature doors are moving through their full travel then:

Vehicles not equipped with RPO L5P engine, see Bulletin 21-NA-237 for repair info.

Vehicles equipped with RPO L5P engine perform the following:

- Check for low coolant level in the surge tank bottle
- Check to be sure that the surge tank cap is properly installed and holds pressure
- Check for leaks in the system (check connections and confirm the rear heater operates correctly on the SUV)
- Drain coolant system and note:
  - Any sludge in the radiator lines
  - If the coolant is liquid or sludge during draining process
- Flush the coolant system to remove any contaminants.
- Replace the heater core and install new coolant, making sure to use a 50/50 mix of the recommended coolant and clean drinking water.
- Confirm system is leak free and operating as expected



Warranty Information

The correction for this concern may be one of several repairs described above.

For vehicles repaired under warranty, please use the appropriate warranty labor operation based on the actual cause and repair.

Additional SI Keywords

cold, cool, heat, hot,

Version History

Version	1
Modified	11/29/2021 - Created on.

GENERAL MOTORS