



Service Bulletin


Bulletin No.: 21-NA-097

Date: June, 2022

TECHNICAL

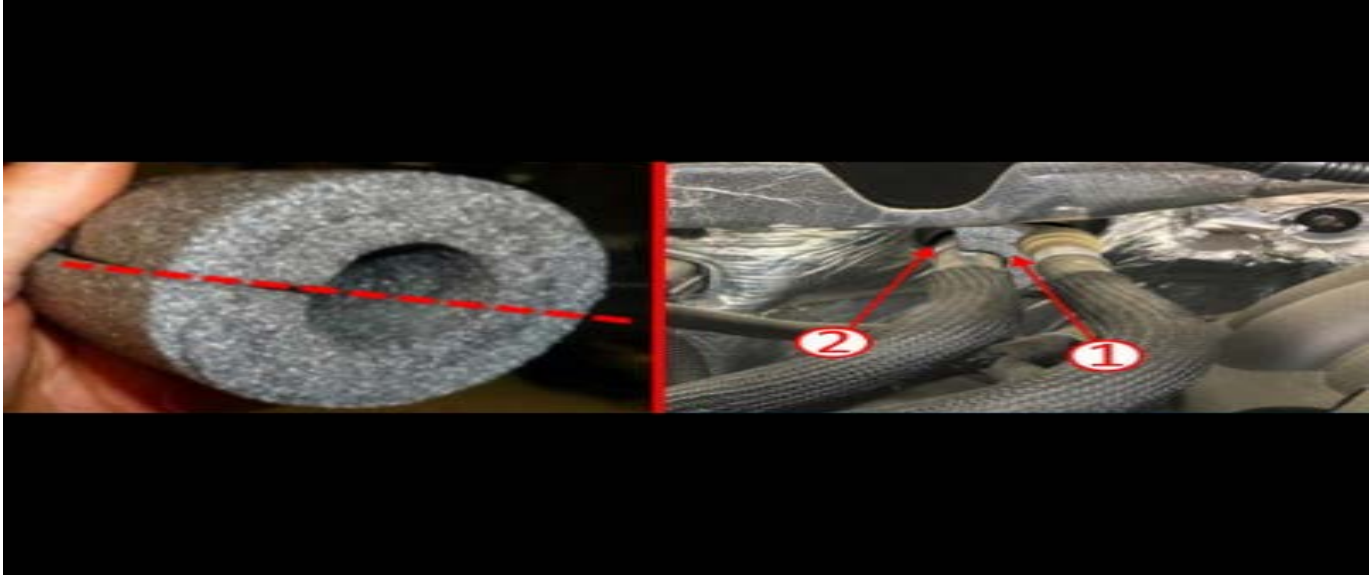
Subject: Rattle or Buzz Noise from Instrument Panel Area

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado	2015	2018				
	Silverado 2500HD/3500HD	2019	2022				
GMC	Sierra	2015	2018				
	Sierra 2500HD/3500HD	2019	2022				

Involved Region or Country	North America, Middle East, Israel
Condition	Some customers may comment on a rattle/buzz type noise from the center instrument panel area.
Cause	<div></div> <p>5812781</p> <p>This condition may be caused by the heater core pipes contacting the HVAC case.</p>
Correction	Install a foam insulator between the heater core lines.

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Service Procedure



5812549

Note: Open cell foam hot water plumbing insulation with a 3/4 of an inch ID, 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	2
Modified	Released April 26, 2021 Revised June 14, 2022 - Added 2022 to Model Year, Updated Countries and Added Foam 3/4 ID to Note.

