

Subject: Engineering Information - No Heat from Driver's Side Inboard Dash Duct and/or Weak Heat On Driver's Side

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

This EI has been revised to Added Note and Important statement under Correction. Please discard PIE0678.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2021	-	-	Equipped with either 5.3L, 6.2L Engine (RPOs L84, L87)	-
Chevrolet	Silverado 1500	2020	2020				
	Suburban	2021	2021				
	Tahoe						
GMC	Sierra 1500	2020	2020				
	Yukon Models	2021	2021				

Involved Region or Country	North America
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on no heat from the driver's side inboard dash duct and/or weak heat on driver's side.
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

If you encounter a vehicle with the above concern, ask the customer if they are interested in potentially allowing GM to buy the vehicle back to study it but the choice to have the vehicle repaired is open then contact the engineer listed to go over the following steps:

Note: If the cooling system has been flushed as per bulletin 21-NA-237, this vehicle does not apply to this EI.

1. Have the HVAC system set to blow from the dash vents **ONLY** and **ON** maximum heat.
2. When measuring the difference between the passenger side inboard vent and the driver side inboard vent, the engine coolant temperature needs to be 190 F (88 °C) or higher when doing the evaluation.

Important: DO NOT flush the cooling system before calling the engineer listed

- 2.1. If the engine coolant temperature difference is more than 38 degrees Celsius (100F) between the driver and passenger inboard vents, proceed to PIT5868 *Poor Heater Performance On Drivers Side* in SI, to check the function of the temperature doors.
- 2.2. If the temperature doors are found to be working properly please contact the engineer in the table below for instructions for further evaluation.

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
4488318*	Engineering Information - No Heat from Driver's Side Inboard Dash Duct and/or Weak Heat On Driver's Side	0.4 hr

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

Version	2
Modified	Released February 02, 2022 Revised February 07, 2022 – Added Note and Important statement under Correction.