Service Bulletin

Bulletin No.: PIT6452A

Date: November, 2025

PRELIMINARY INFORMATION

Subject: Poor Heater Performance On Drivers OR Passengers Side

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2025-2026		ALL	ALL	ALL	ALL
Chevrolet	Silverado 1500 VIN Digit 11 = G)	2025-2026		ALL	ALL	ALL	ALL
Chevrolet	Suburban	2025-2026		ALL	ALL	ALL	ALL
Chevrolet	Tahoe	2025-2026		ALL	ALL	ALL	ALL
GMC	Sierra 1500 VIN Digit 11 = G)	2025-2026		ALL	ALL	ALL	ALL
GMC	Yukon	2025-2026		ALL	ALL	ALL	ALL
GMC	Yukon XL	2025-2026		ALL	ALL	ALL	ALL

Involved Region or Country	North America
Additional Options (RPO)	CJ2 or C67
Condition	Some customers may report one or more of the following conditions 1) Reduced heat performance from the driver's or passenger's side 2) Pop noise heard in HVAC case when switching the Drivers or Passengers temperature. 3) HVAC Temp door binding that may be accompanied by one of the following DTCs: B2B05, B2B29, B2B07, B2B23, B2B06, AND B2B2C
Cause	All of the conditions described above could be caused by one of the temperature doors contacting the HVAC case during its travel. This may be due to a high spot on the temperature door resulting from the manufacturing process.

Correction

If you are experiencing any of the conditions listed above, follow the diagnostic and repair steps below to identify and correct potential interference between the temperature door and the HVAC case.

Step 1: Initial Inspection

- Access the view through the upper vents or the HVAC evaporator temperature sensor openings.
- Using a borescope, inspect for a disconnected temperature door link.
- Move both the driver’s and passenger’s temperature doors through their full range of travel while monitoring with the borescope.
- Watch for any binding or resistance that may cause the white temperature door link to separate from the doors or produce a popping noise.

Note: If one of the white temperature door links has disconnected it can be reconnected after performing the below repairs.

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If any door exhibits these symptoms, proceed to Step 2.

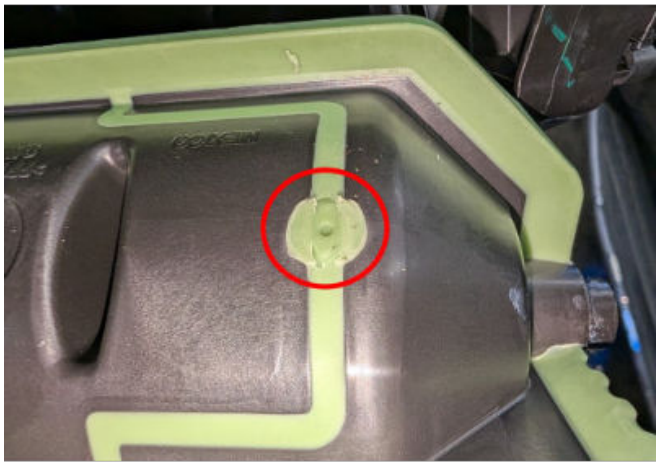
If all doors operate correctly, follow the standard SI diagnostic procedure.

Step 2: HVAC Case Removal and Door Inspection

1. Remove the HVAC case and the temperature actuator for the affected door.

2. Manually move the door through its full range of travel.

3. If the door strikes the HVAC case, inspect for a high spot in the center of the door, which may result from the injection molding process. (See photo below)



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4. Remove the affected door from the air distribution box.
5. Use a razor blade or appropriate tool to eliminate the high spot, then sand off any remaining debris.

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6. Reconnect the white link after fixing the high spot on the temp door if it was disconnected on either side
7. Reinstall the door and cycle it through its full range of travel to confirm the issue is resolved.
8. While the HVAC case is removed, inspect the travel of the remaining three doors to prevent future issues.
9. Reinstall the HVAC case and perform an HVAC actuator learn procedure using GDS 2.

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
4412440	Heater and Air Conditioning Evaporator Case Replacement - Upper	Used Published Labor Time

Version	2
Modified	11/11/2025 - Created on 11/13/2025 - Updates to the correction section