



Service Bulletin

Bulletin No.: PIT6452E

Date: August, 2026

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, Europe, Middle East, South Korea, Australia/New Zealand,
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. (Note: The mode will have to be set to the vent position, and you will have to enter at the center dash vent for the affected side.)
- 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.



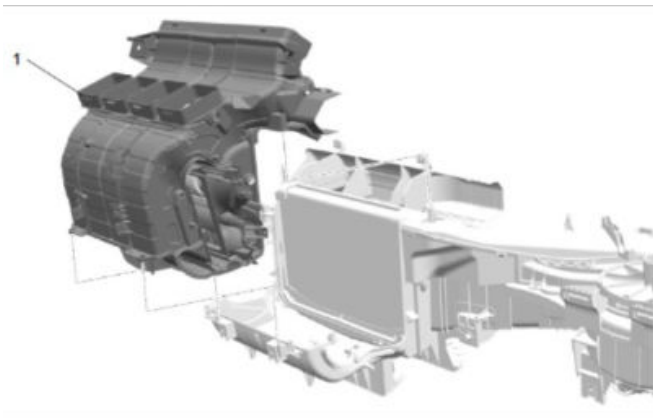
7020910

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 Replacement

1) Replace Heater and Air Conditioning Upper Evaporator Case. (#1 In photo below)



7047671

2) After replacement, move the temp doors back and forth 5-10 times and make sure there is no binding

3) Reinstall the HVAC case into the vehicle and perform a HVAC actuator learn procedure using GDS 2.

Parts Information

Note: Please use your vehicles VIN number and the EPC Parts Catalog to verify the correct part number from the below chart.

Description	Part Number	Qty
Heater and Air Conditioning Evaporator Case - Upper SUV Equipped with a GAS Engine	85650511	1
Heater and Air Conditioning Evaporator Case - Upper SUV Equipped with a Diesel Engine	85650510	1
Heater and Air Conditioning Evaporator Case- Upper Light Duty Pickup Reg cab with RPOs: L3B/L84&C67	85658820	1
Heater and Air Conditioning Evaporator Case- Upper Light Duty Pickup Reg cab with RPOs: L3B/L84&CJ2	85658822	1
Heater and Air Conditioning Evaporator Case- Upper Light Duty Pickup Crew/DBL cab with RPOs: L3B/L84&C67-5Y1	85658822	1
Heater and Air Conditioning Evaporator Case- Upper Light Duty Pickup Crew/DBL cab with RPOs: L3B/L84/L87&CJ2-5Y1	85658823	1
Heater and Air Conditioning Evaporator Case- Upper Light Duty Pickup Crew/DBL cab with RPOs: LZ0&C32&C67-5Y1	85658824	1
Heater and Air Conditioning Evaporator Case- Upper Light Duty Pickup Crew/DBL cab with RPOs: LZ0&CJ2&C32-5Y1	85658825	1

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
4480958*	Heater and Air Conditioning Evaporator Case Replacement - Upper	Using the year, make, and model of the vehicle being serviced, look up the labor time for labor operation 4412440 (Heater and Air Conditioning Evaporator Case Replacement - Upper), including any applicable add times. Use that total labor time when submitting the warranty claim but submit the claim using the unique labor operation listed 4480958.
*This is a unique Labor Operation for Bulletin use only.		

Version	6
Modified	11/11/2025 - Created on 11/13/2025 - Updates to the correction section 01/16/2026 - Update the correction field. 02/06/2026- Updated Region 04/21/2026 Update region section 08/21/2026 - Update to the warranty section.

