



Service Bulletin

Bulletin No.: 21-NA-237

Date: November, 2021

TECHNICAL

Subject: Poor Heater Performance On Drivers Side

Attention: This bulletin does not apply to vehicles with the L5P engines.

This bulletin replaces PIT5818. Please discard PIT5818.

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

Involved Region or Country	North America, Europe, Russia, Middle East
Condition	Some customers may comment on lower heater performance from the driver side HVAC vents when compared to the passenger side. <ul style="list-style-type: none"> • In some cases, the driver side center dash vent will have the lowest temperature.
Cause	This may be caused by a blocked heater core tube.
Correction	Flush the cooling system using a flushing agent recommended by GM. Note: GM of Canada is working on making this product available from other sources but as of the time of publication, the source in Canada will be Canadian Tire under part number 038-0891. ⇒ Perform a flushing procedure using Blue Devil Radiator Flush Cooling System Cleaner, which is approved by GM engineering.

Service Procedure

Important: All signs of the cooling system cleaner must be flushed completely from the cooling system before adding the coolant.

Refer to *Cooling System Draining and Filling and Flushing* in SI.

Note: The temperature difference between the vents when the process is complete should no more than 5-7 degrees C with the engine at full operating temperature with all vents open. If the temperature difference persists after flushing, the dealer should contact TAC.

1. Drain coolant and wash all of the coolant out of the system with clean drinkable water.
2. Add flushing chemical (one container) to the surge tank and fill the cooling system with clean drinkable water.

Note: Do not allow the vehicle to become exposed to sub-freezing temperatures with the engine off, the flushing chemical provides no freeze protection.

3. Allow the engine to idle for 4 hours, the vehicle can also be driven if desired during this period.
4. Confirm that the heater outlet temperatures are within 5-7 degrees C with all vents open and the heater on high fan with outside air.
5. Drain and wash the cooling system with clean drinkable water and refill with a 50/50 mix of Dexcool Coolant and clean drinkable water.

Labor Operation	Description	Labor Time
4088258*	Cooling System Complete Flush	4.0 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released November 18, 2021

ADDITIONAL SI KEYWORDS:

cold, cool, heat, hot,

The performance of the heater may improve very soon after the flushing chemical is placed in the system. The chemical must remain in the system for between 3 and 4 hours to have the effect of removing the deposit that is causing the heater core to be blocked. This material is primarily in the radiator, so if it is not thoroughly cleaned out, the condition could recur.

Parts Information

Causal Part	Description	Part Number	Qty
N/A	DEX-COOL®	Refer to EPC	As Required

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.