



Service Bulletin

TECHNICAL

Subject: Lack of HVAC System Mode and/or Temperature Control

Models: 2002 Cadillac Escalade
1999-2002 Chevrolet Avalanche, Silverado, Suburban, Tahoe
1999-2002 GMC Sierra, Suburban, Yukon

Condition

Some customers may comment that the HVAC system modes and/or temperature settings intermittently cannot be controlled. These concerns may be intermittent.

Description

This condition may be stem from poor terminal contact, bent terminals in connector C206 on automatic HVAC systems, or C296 on manual HVAC systems or excessive tension on the wires, due to a misrouted wiring harness in the instrument panel.

Procedure

1. Disconnect the vehicle battery.
2. Disconnect the steering wheel and instrument panel (IP) air bag connectors. Refer to the appropriate vehicle service manual for SIR connector location.
3. Remove the IP upper trim pad.
4. Locate connector C206 (6 cavities) or C296 (8 cavities). The connector is attached to a metal brace on the far right side of the IP carrier above the IP air distributor duct.
5. Inspect the routing of the wiring harness to the connector. The proper routing of the wiring harness is above the air distributor duct with no tension on the terminals in the connector. The routing is improper if the wiring harness is below the air distributor duct with excessive tension on the terminals in the connector. The excessive tension may cause poor terminal contact, resulting in open circuits, in the connector. The wires may also pull the terminals out of the connector or pull out of the terminal itself.
6. If the harness is routed properly, another source for the customer complaint is present, and further diagnostics is required.
7. If the harness is misrouted, remove the connector from the brace.
8. Disconnect the connector.
9. Perform a pin drag test on the female terminals.
10. Inspect the male terminals for straightness.
11. Inspect the wire to terminal connection to insure that no wires have pulled out of the terminals.
12. Reroute the wiring harness above the air distributor duct.
13. Firmly reconnect and reseal the connector.

14. Reattach the connector to the metal brace.
15. Reinstall the IP upper trim pad.
16. Verify that the ignition is in the OFF position and reconnect the steering wheel and IP air bags.
17. Reconnect the vehicle battery.
18. Turn ON the ignition and verify that the air bag light flashes seven times and goes out.
19. Clear any diagnostic trouble codes that may have been set.
20. Verify proper operation of the HVAC system mode and temperature controls.