



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Reduced Air Flow From HVAC Vents And DTC B3933 SYM05 (HVAC Control Head Not Programmed)

**Models:** 2007-2009 Cadillac Escalade Models  
2007-2009 Chevrolet Avalanche, Silverado, Suburban, Tahoe  
2007-2009 GMC Sierra, Yukon Models  
2008-2009 Hummer H2 ModelsNON-HYBRID

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Some owners may comment of reduced air flow from the HVAC dash vents and there will be a DTC B3933 SYM05 set in the HVAC control head. This DTC is for an Evaporator Air Temperature Sensor, which is NOT used on the models listed above. The reduced air flow from the HVAC vents is due to the evaporator core freezing up.

These issues may be caused by the HVAC control head not being programmed AFTER being replaced (as instructed in SI). Programming of the HVAC control head is required to set that module up for vehicle features by model year.

**Note:** Starting in model year 2010, the models listed above use an Evaporator Air Temperature Sensor.

### Recommendation/Instructions

To correct this concern, SPS program the HVAC control head using TIS2WEB. When SPS programming the HVAC control head, make sure "Replace and Program" is selected in TIS2WEB.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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