



Service Bulletin

PRELIMINARY INFORMATION

Subject: Intermittent No Heat In EV Electric Mode

Models: 2013 Chevrolet Volt

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

Condition/Concern

Some customers may state that they have no heat in EV electric mode at times. The customer states that the heat will be ok when in charge sustaining mode (engine on) and the concern usually goes away after you power down the vehicle and let it sit for 4-5 minutes with the ignition off. The concern is very infrequent and may not return again.

Recommendation/Instructions

Important: This only applies to the vehicle if the concern is intermittent. If the concern is there all the time, please follow normal diagnosis in SI.

Please don't replace any HVAC components including any coolant pumps or valves. Engineering is looking into the issue.

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

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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