



# Service Bulletin



## SPECIAL COVERAGE

**SUBJECT: Special Coverage Adjustment - Heating, Ventilation, Air Conditioning Operation - Loss of Heat**

**MODELS: 2006 Chevrolet Equinox  
2006 Pontiac Torrent**

### CONDITION

On some 2006 model year Chevrolet Equinox and Pontiac Torrent vehicles, the Heating, Ventilation, and Air Conditioning (HVAC) System may not operate as designed due to a fracture of the HVAC temperature valve. If this occurs, the blower motor speed and mode selection (floor, vents, defrost) will continue to function; however, heated air will not be available.

### SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to install a temperature valve shaft sleeve onto the temperature valve. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after May 31, 2012, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to May 31, 2012, must be submitted to the Service Contract provider.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

PART INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

Parts Ordering Information – For US and Canada

**Important:** Involved dealers will receive RIM "Service Campaign" Stocking Policy Proposals for one Heater & A/C Evaporator & Blower Module Kit, P/N 22912579. The tools contained in the kit can be reused and so only one kit is required to repair all vehicles. The RIM proposals will be scheduled to begin May 29, 2012. Once the policy is approved, RIM will order the kit that will be charged to dealer's open parts account. These kits are not eligible for RIM obsolescence returns.

Additional parts, if required, are to be obtained from GMCC&A. Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
22912580	SLEEVE, TEMP VLV SHF	1
12371287 - US 10953437 - CN	LUBRICANT, SYNTHETIC MULTI-PURPOSE W/TEFLON	As Needed - 1 tube can service 50 vehicles (submit as Net Item)

SERVICE PROCEDURE

**Caution: All diagnostics in SI MUST be followed prior to performing this procedure. This procedure effectively repairs a concern where the air temperature door control shaft has separated at the actuator driven end of the control shaft. Attempting this procedure on a vehicle that does not have this condition as verified by the evaluation below may damage the temperature control door to the point that door replacement is subsequently required to repair the vehicle.**

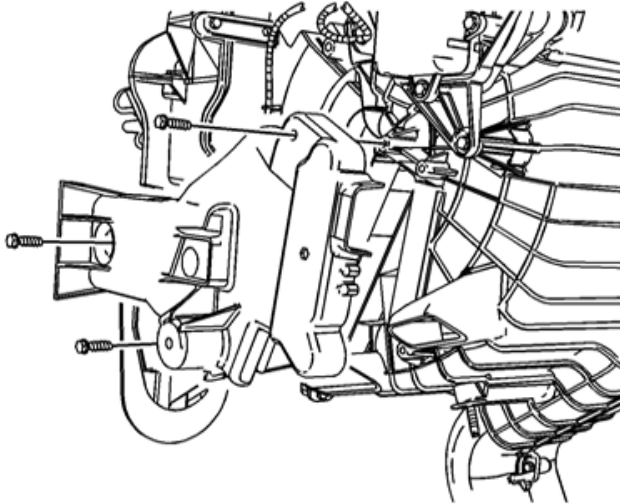
**Disassembly and Evaluation**

Prepare the vehicle for the repair by adjusting the HVAC Control Module temperature setting to the midpoint of the range. This will allow for easier installation of the temperature actuator.

1. Remove the right sound insulator panel. Refer to *Instrument Panel Insulator Panel Replacement - Right Side*.
2. Remove the instrument panel compartment. Refer to *Instrument Panel Compartment Replacement*.
3. Detach the yellow airbag connector. Pull the connector off the slide mount from the HVAC module.
4. Remove the driver knee bolster panel. Refer to *Knee Bolster Replacement*.
5. Remove the left side insulator/closeout panel. Refer to *Instrument Panel Insulator Panel Replacement - Left Side*.

6. Remove the communication interface module, if equipped. Refer to *Communication Interface Module Replacement*. If the vehicle is not equipped with OnStar, continue with Step 8.
7. Remove the center trim bezel. Refer to *Instrument Panel Accessory Bezel Replacement*.
8. Remove the accelerator pedal assembly from the brake pedal bracket. Refer to *Accelerator Pedal Position Sensor Replacement*.

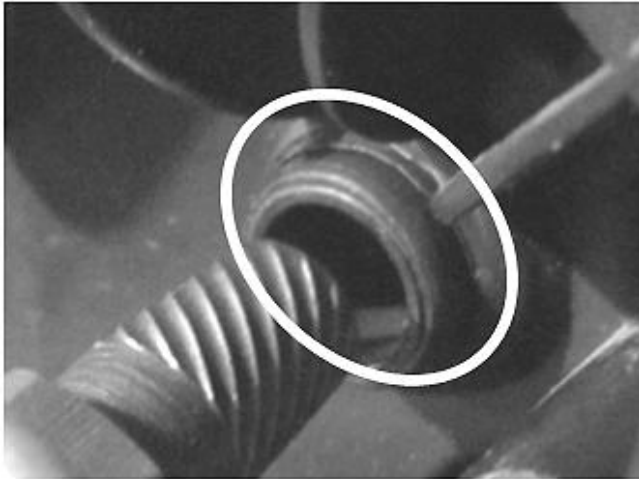
**Figure 1 - Heater Core Cover**



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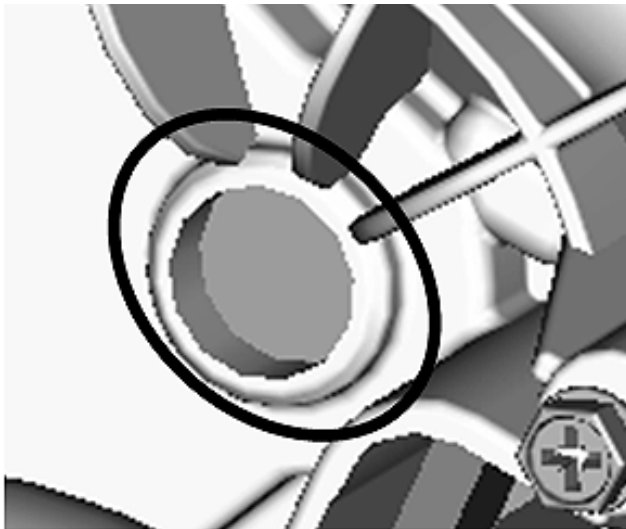
9. Remove the heater core cover screws (Qty 3) from the driver's side of the HVAC module. Move the cover down 2 to 4 cm (0.8 to 1.6 in).
10. Visually examine the driver's side HVAC case temp shaft support hole to verify the temp shaft is visible.

**Figure 2 – Temp Shaft Support Hole  
w/Temp Shaft Visible (Repairable)**



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**Figure 3 – Door Dislodged From Pivot (Un-repairable)**

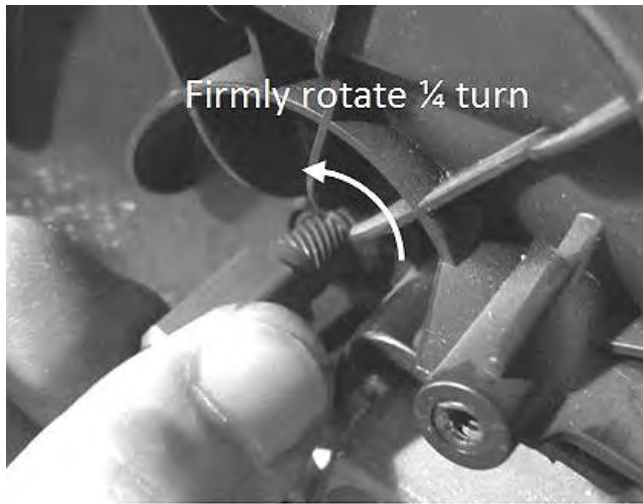


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**Note:** If vehicle has the shaft present as shown in Figure 2, go to Step 11. If the vehicle has the end of the shaft missing from the case as shown in Figure 3, then refer to SI *HVAC Temperature Valve Replacement* to make the repair and discontinue use of this bulletin.

**Caution:** The procedure below must be followed exactly. Slowly engage the easy-out to the door shaft to prevent dislodging the shaft from the hole prior to the easy-out engagement.

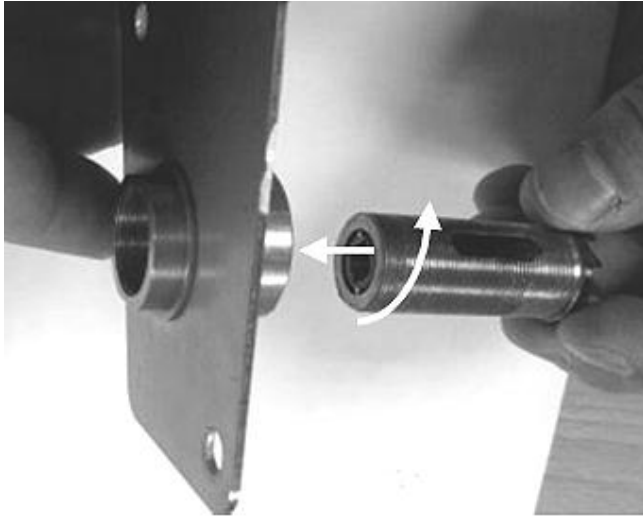
**Note:** The purpose of this easy-out is to stabilize the temperature valve from falling into the case, as well as assist the technician to align the other end of the prepared shaft for attachment of the repair sleeve. It is imperative that this easy-out is installed prior to subsequent operations.

**Figure 4 – Installing Easy-Out**

11. Carefully install the easy-out at the driver's side pivot point by slowly turning counter-clockwise until firmly engaged (approximately  $\frac{1}{4}$  turn).
12. On the passenger's side, remove the air temperature actuator screws (Qty 3) from the HVAC module.
13. Remove the air temperature actuator from the HVAC module.
14. Inspect the end of the temperature door shaft. Remove any loose door shaft pieces and discard. Confirm that the end of the shaft has in some part weakened or completely separated from the temperature control door. Gently rotating the end of the shaft should confirm this condition.

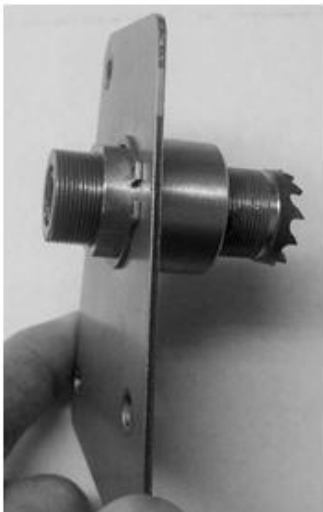
**Caution:** This procedure effectively repairs a concern where the air temperature door control shaft has separated at the actuator driven end of the control shaft. Attempting this procedure on a vehicle that does not have this condition may damage the temperature control door to the point that door replacement is subsequently required to repair the vehicle.

**Figure 5 – Assembling Hole Saw**



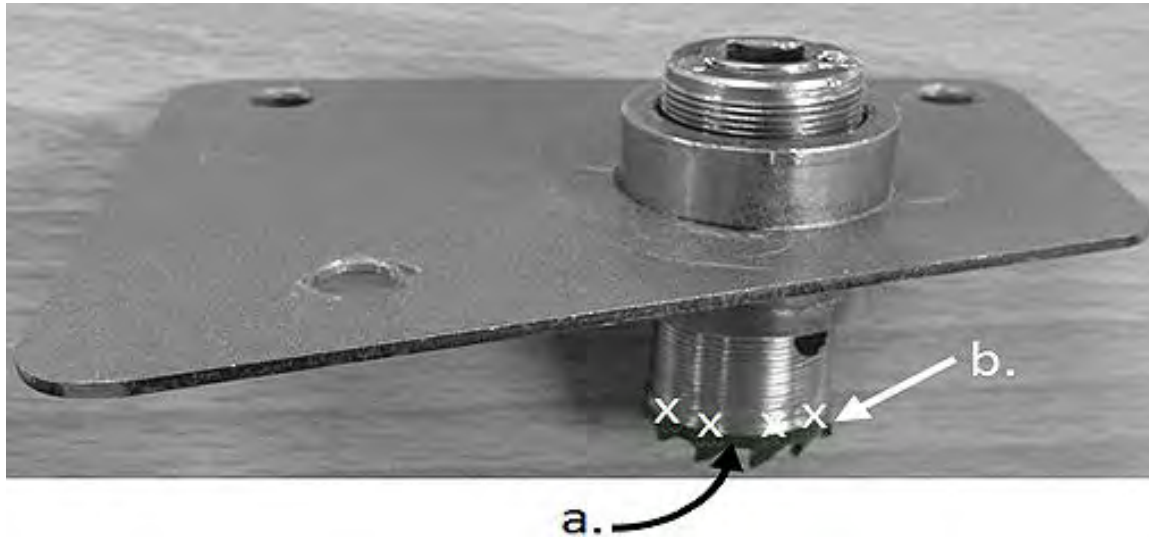
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**Figure 6 – Assembled Saw**



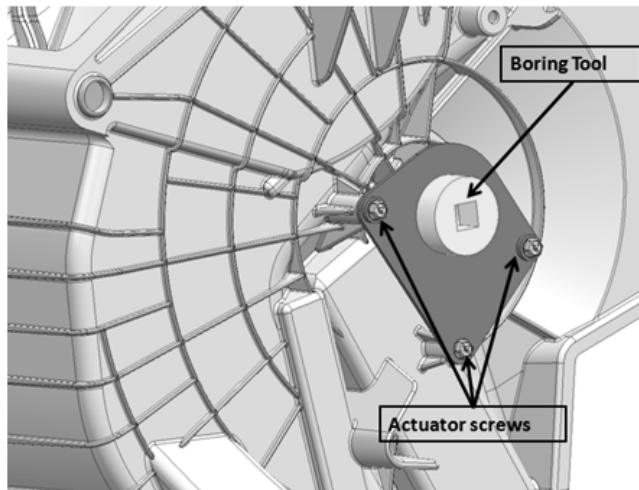
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15. Assemble the precision hole saw. Reference Figures 5 and 6.

**Figure 7 – Areas of Hole Saw to Lubricate**

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16. Using GM Vehicle Care Synthetic Lubricant with Teflon, generously grease - a.) inside of the toothed area of the precision hole saw, b.) outside of the toothed area of the precision hole saw as indicated in Figure 7. The lubricant will aid in cutting and serve to trap the shavings that result from drilling.

**Figure 8 – Hole Saw Installed**

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17. Install the precision hole saw tool using the temperature actuator screws (Qty 3).

**Caution: The procedure below must be followed exactly. DO NOT use power tools. Using power tools could cause unexpected damage to the temperature door.**

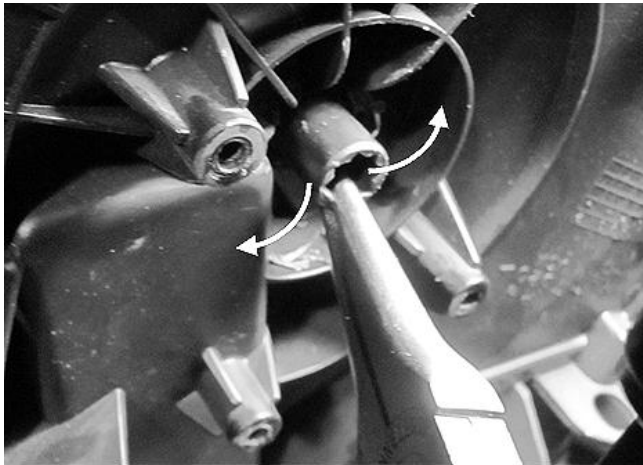
**Figure 9 – Rotating Hole Saw**

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18. Rotate the hole saw clockwise without power tools (i.e. by hand with a ratchet). While rotating the hole saw, resistance can be felt as the case is being cut. Continue to rotate until saw socket disengages fully from the ratchet.
19. Remove the screws (Qty 3) holding the hole saw tool.
20. Remove the hole saw from the HVAC module.



**Figure 10 – Breaking Door Shaft**



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**Figure 11- Removing Door Shaft**

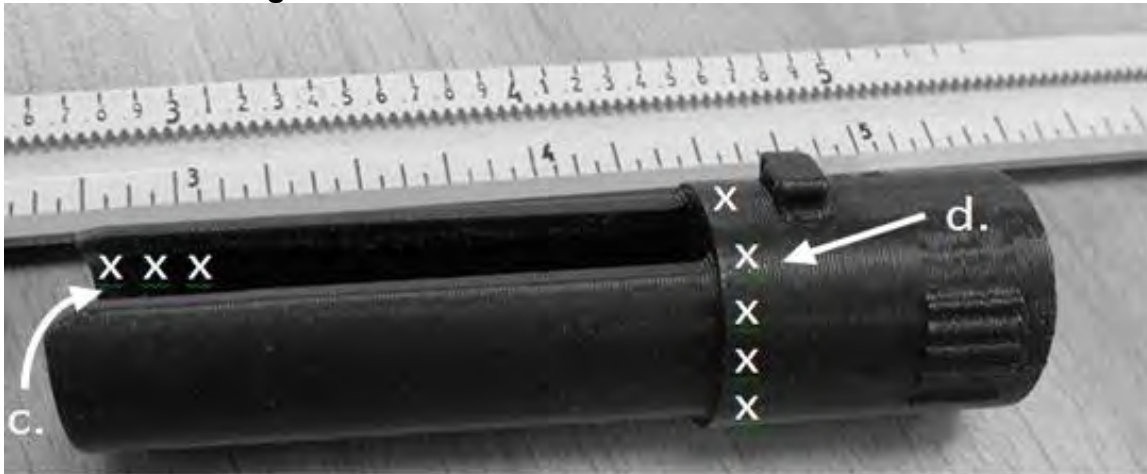


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21. Inspect the temperature door shaft. If the end of the shaft is still firmly attached to the door, break the shaft with pliers using a back and forth motion. Remove the end of the shaft from the HVAC module and discard.

**Temp Door Repair - Shaft Sleeve Installation and Assembly**

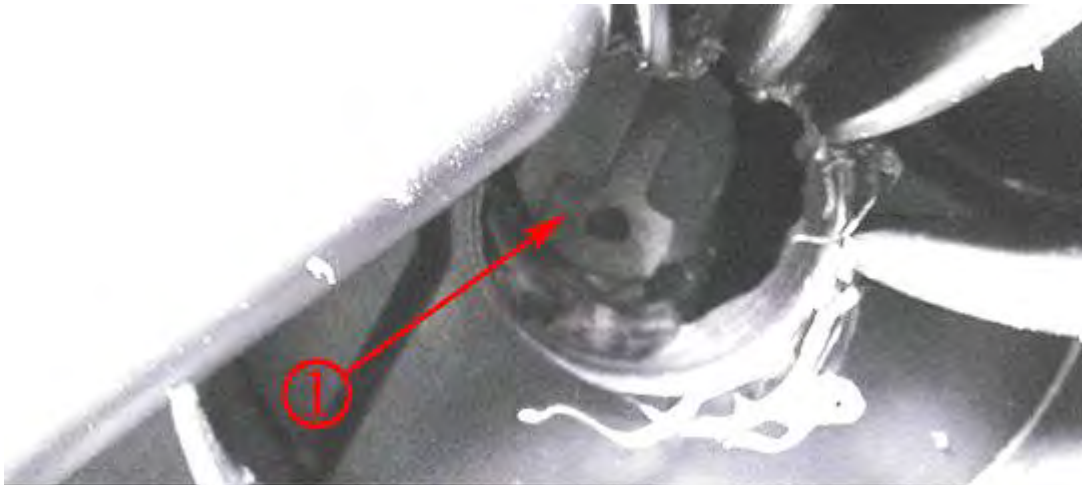
**Figure 12- Shaft Sleeve Lubrication Points**



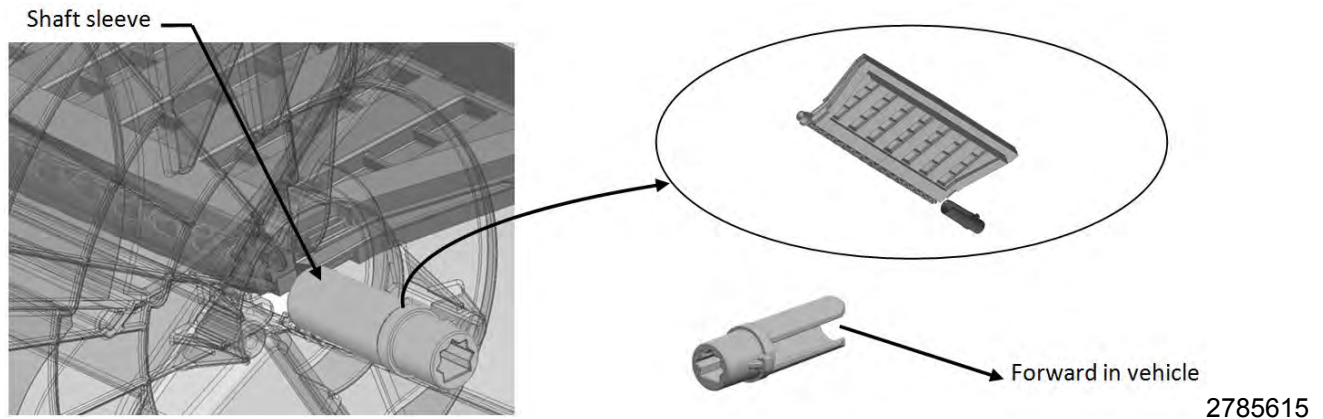
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- 22. Using GM Vehicle Care Synthetic Lubricant with Teflon, generously apply grease/lubricant to the areas of the shaft sleeve as indicated in Figure 12. - c.) inner surface of the shaft sleeve near end, and d.) outer surface of the shaft sleeve at the base of the slot.

**Figure 13 – Passenger Side Enlarged Opening and Remaining End of Door Shaft**



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**Figure 14 - Semi-transparent View of the HVAC Case with Views of Sleeve Alignment**

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23. Using an assistant to hold and align the temperature door from the driver's side pivot point easy-out, align and install the shaft sleeve to replace the passenger's side of the shaft removed using the hole saw.

**Note:** To align shaft sleeve to temp door, hold the sleeve with the slot pointing toward the front of vehicle (3 o'clock position) to find the proper alignment to the temperature door shaft. Reference Figure 14 to visualize the engagement of the shaft sleeve onto the temp door shaft.

24. Align the air temperature actuator with the door shaft and rotate into position.

25. Install the air temperature actuator screws (Qty 3) to the HVAC module.

**Tighten the screws to 1.5 N·m (13 lb in).**

26. Connect the electrical connector to the air temperature actuator.

**Note:** Any time an actuator or the HVAC control module is replaced, the HVAC control module must be calibrated to ensure proper air distribution.

27. Connect the yellow airbag connector. Slide the yellow connector mount onto the HVAC module.

28. Remove the easy-out from driver's side pivot point.

29. Calibrate the actuators by simultaneously pushing the A/C and RECIRC buttons on the HVAC control module three times each, within two seconds of initial push.

- The A/C and RECIRC button LED's will flash while this calibration is taking place.
- The calibration will take anywhere between 10 to 30 seconds depending on battery voltage.
- The LEDs will quit flashing when the calibration is complete.

30. Verify the repair by testing the temperature control while the temperature door shaft pivot point can still be seen from the driver's side footwell. Run the vehicle check for warm and cool air from the HVAC outlets.

31. Install the instrument panel compartment. Refer to *Instrument Panel Compartment Replacement*.

32. Install the right sound insulator panel. Refer to *Instrument Panel Insulator Panel Replacement - Right Side*.

33. Move the heater cover up into position. Install the heater cover screws (Qty 3).

**Tighten the screws to 1.5 N·m (13 lb in.)**

34. Install the communication interface module, if equipped. Refer to *Communication Interface Module Replacement*.
35. Install the accelerator pedal assembly to the brake pedal bracket. Refer to *Accelerator Pedal Position Sensor Replacement*.
36. Install the left side insulator/closeout panel. Refer to *Instrumentation Panel Insulator Panel Replacement - Left Side*.
37. Install the driver knee bolster panel. Refer to *Knee Bolster Replacement*.
38. Install the center trim bezel as necessary.

### CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by June 30, 2013, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed form and all required documents to the GM Customer Assistance Center. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 120,000 miles, whichever occurs first.

**All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your District Service Manager – Aftersales prior to processing the request.**

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

**IMPORTANT:** GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by June 30, 2013. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 193,000 kilometers, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

If the work was done by someone other than a GM dealership, the amount of reimbursement will be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
T5862	Diagnostic Time Only – No Repair Required	0.1-0.3	N/A
T5863	Repair Temperature Control Door Valve	2.1	*
	Add: if equipped with OnStar	0.1	
	Add: Diagnostic Time	0.1-0.3	
T5864	Replace HVAC Temperature Valve	5.7	N/A
	Add: To Recover/Recharge	0.3	
	Add: Diagnostic Time	0.1-0.3	
T5865	Customer Reimbursement Approved	0.2	**
T5866	Customer Reimbursement Denied - For US dealers only	0.1	N/A
T5874***	One Time Charge for Heater & A/C Evaporator & Blower Module Kit	0.0	N/A

\* The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for lubricant needed to perform the required repairs, not to exceed \$0.16 USD, \$0.13 CAD, plus applicable Mark-Up.

\*\* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

\*\*\* Submit for cost of kit, P/N 22912579, using labor code T5874. This kit can be reused. **This is a one-time charge.**

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



June 2012

Dear General Motors Customer:

As the owner of a 2006 model year Chevrolet Equinox or Pontiac Torrent, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2006 model year Chevrolet Equinox and Pontiac Torrent vehicles may have a condition where the Heating, Ventilation, and Air Conditioning (HVAC) System may not operate as designed due to a fracture of the HVAC temperature valve. If this occurs, the blower motor speed and mode selection (floor, vents, defrost) will continue to function; however, heated air will not be available.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2006 model year Chevrolet Equinox or Pontiac Torrent within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** If you have paid for repairs for the condition described in this letter, please complete the enclosed form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by June 30, 2013, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Pontiac	1-800-762-2737	1-800-833-7668
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Jim Moloney  
General Director,  
Customer and Relationship Services

Enclosure  
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