



Service Bulletin

PRELIMINARY INFORMATION

Subject: Engine No Crank/No Start and/or Inoperative HVAC Control

Models: 2011-2013 Chevrolet Captiva Sport
Built Prior to February 13, 2013

Condition/Concern

Some customers may comment that the vehicle is inoperative and/or no crank or start.

This condition may be caused by an internal short in the HVAC control module.

Recommendation/Instructions

Note: If the vehicle comes in with a condition of a no crank/no start, inspect the HVAC module to ensure all functions of the module work properly.

If the HVAC control module does not function, replace with one of the revised control modules listed below, which includes a larger diode. If the HVAC control module does function, follow further diagnosis in SI.

Parts Information

Part Number	Description
23111244	CONTROL, HTR & A/C (RPOs C68, V8D) (EXC KA1)
23111245	CONTROL, HTR & A/C (RPO C67)
23111246	CONTROL, HTR & A/C (RPOs C68, V78, V8B, V8C, V8I) (EXC KA1)
23111247	CONTROL, HTR & A/C (RPOs C68, KA1, V8D)
23111248	CONTROL, HTR & A/C (RPOs C68, KA1, V78, V8B, V8C, V8I)

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
D0362	Heater and Air Conditioning Control Replacement	0.4 hr

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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