



Service Bulletin

PRELIMINARY INFORMATION

Subject: Odor from HVAC System with Temperature Control Set on High Heat and Engine at Operating Temperature

Models: 2011-2013 Chevrolet Cruze

This PI is being revised to update the models information to remove engine RPO restriction. Please discard PI0935.

Condition/Concern

Some customer may comment on an odor from the HVAC system. This condition occurs with the engine at operating temperature and the instrument panel temperature control set on the full heat setting. This condition may be described as a coolant odor among other descriptions.

This condition may be caused by an unpleasant odor coming from the grease used to lubricate the components inside of the heater and air conditioning evaporator case.

Recommendation/Instructions

Use the following steps to diagnose and repair the condition:

- Bring the vehicle up to operating temperature and verify the condition by closing the vehicle doors, idling the car and selecting full heat. You may wish to leave vehicle idle for several minutes with heat on high, open the driver door and verify the concern.
- Follow PI0740 to ensure that the odor is not coolant, as described in the PI.

Tip: Using a digital camera, photograph the routing of the instrument panel wiring harness before removal. This will aid in the re-assembly process.

1. With the condition verified, replace the heater and air conditioning evaporator case. Refer to Heater and Air Conditioning Evaporator Case Replacement in SI.
2. With the heater core removed from the case, inspect for contamination from the assembly grease. Clean as necessary.
3. Transfer the following items from the old assembly:
 - Floor air outlet cover
 - Temp valve actuator/screws
 - Mode valve actuator/gear/screws
 - Temp sensor(s), if equipped
 - Wiring harness

Parts Information

The revised Heater and Air Conditioning Evaporator Case Assembly is not in stock at this time. Use the Warranty Parts Center (WPC) form below to obtain the assembly. The balance of the parts should be ordered through normal channels.

| Part Number | Description | Quantity |
|-------------|--|----------|
| WPC 710 | Heater and Air Conditioning Evaporator Case Assembly | 1 |
| 13406309 | Heater and Air Conditioning Evaporator Case Gasket Kit (With RPO C67 or C68) | 1 |

| | | |
|----------|---|---|
| 13406315 | Heater and Air Conditioning Evaporator Case Gasket Kit (With RPO C42) | |
| 11514519 | Steering Column Nut | 4 |
| 11611451 | Tether Clip | 2 |

Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description | Labor Time |
|-----------------|---|------------------------------------|
| D2511 | Heater and Air Conditioning Evaporator Case Replacement | Use Published Labor Operation Time |

IMPORTANT NOTE WHEN PRINTING THIS FORM: If the form prints out on two pages, make certain you fax BOTH pages so that the WPC receives all the needed information. Missing information will delay or prevent the part from being shipped.

Parts Request Form – Warranty Parts Center

Use this form ONLY for U.S., Canadian and Mexico Dealers. Export markets located outside of North America must contact their regional Technical Assistance Center for assistance.

To: Warranty Parts Center

e-mail: warrantypartscenterUSA@gm.com

or WPC Fax: 248-371-0192

Attn: Jeanette Dunn

Part Being Requested: WPC 710 Heater and Air Conditioning Evaporator Case Assembly

Dealer BAC (U.S.) /Dealer Code (Canada)/Dealer Number (Mexico):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

Important: If you do not receive the part within 2 business days after e-mailing or faxing your part request to the Warranty Parts Center, please call Customer Assistance at 248-371-9901/9902.

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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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