



Service Bulletin

PRELIMINARY INFORMATION

Subject: Low HVAC Blower Speeds, No Air Flow, Evaporator Core Intermittently Freezing

Models: 2013 Cadillac XTS
Built Prior to February 18, 2013

Condition/Concern

Some customers may comment that intermittently there is no air flow from the A/C vents after an extended highway driving (one hour or more). After the vehicle has sat for 30-60 minutes, the air flow is restored to the A/C vents.

This condition may be caused by the evaporator core intermittently freezing.

Recommendation/Instructions

Updated software had been released to correct this condition.

Technicians should reprogram the Heater and Air Conditioning Remote Control following the procedure below:

1. Connect a scan tool to the vehicle and access SPS.
2. Perform the SPS function HVAC Control Module - Programming and follow the on-screen instructions.
3. Clear DTCs after completing the programming procedure.
4. With a scan tool, perform Actuator Recalibration. Refer to Actuator Recalibration in SI.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
D9711*	Reprogram HVAC Control Head	0.4 hr

*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.

Keywords: High Humidity, High Temperatures

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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