



# Service Bulletin

File in Section: -

Bulletin No.: PI0935B

Date: November, 2013

## 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 has been revised to update the Parts Information and update the Labor Operation to the Global Labor Code (GLC). Please discard PI0935A.

### 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 the latest version of 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

| Part Number | Description  | Quantity |
|-------------|--|----------|
| 23172714    | 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)        | 1        |
| 11514519    | Steering Column Nut  | 4        |
| 11611451    | Tether Clip  | 2        |

Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description   | Labor Time                         |
|-----------------|---|------------------------------------|
| 4412460         | Heater and Air Conditioning Evaporator Case Replacement | Use Published Labor Operation Time |