



# Service Bulletin

File in Section: -

Bulletin No.: PI1365

Date: December, 2014

## PRELIMINARY INFORMATION

**Subject:** HVAC Mode Setting Adjustments Not Available and/or Clicking Noise Heard Under Instrument Panel When Switching HVAC Modes

**Models:** 2015 Chevrolet Equinox  
2015 GMC Terrain  
Equipped with HVAC Systems (RPOs C67, C68)  
Vehicles Built Prior to August 8, 2014

**Attention:** This PI also applies to any of the above models that may be Middle East Export vehicles.

### Condition/Concern

Some customers may comment on a clicking noise heard under the instrument panel when switching HVAC modes or HVAC System mode switching may not operate as expected.



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This may be due to the routing of the OnStar cables (1), restricting the travel of the HVAC mode door (2).

**Note:** For illustration purposes, the instrument panel was removed. The repair outlined in this PI can be done with the instrument panel in the vehicle.

### Recommendation/Instructions

#### Perform HVAC Mode System Checks:

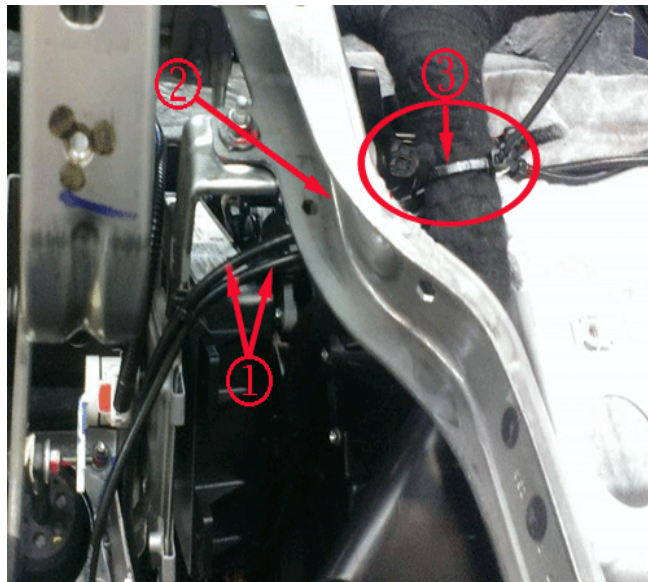
- Cycle through each of the HVAC mode functions using high blower with full hot HVAC control settings.
- Visually inspect mode actuator operation using a mirror during each function check.
- Physically feel air flow at each of the related air vents to confirm correct operation of the HVAC system.

- If modes selection system operation seems impaired or a clicking sound under instrument panel is observed, follow the following instructions:
  - Determine if the OnStar cables are touching the mode actuator or if it shows signs which includes marks, cable coating deterioration or if cable found to be binding with actuator gearing to a point where OnStar cable damaged.
  - Replace or repair the OnStar cables if the cables are deemed damaged.
  - Determine if the mode actuator is damaged or inoperative due to the OnStar cable binding or interfering with the actuator operation.
  - Replace the mode actuator as required.

Before confirming repair actions are successful, make sure that the OnStar cable is prevented from contacting the HVAC actuator by visually inspecting the area while using a mirror to determine if additional securing of the OnStar cable is required.

Securely tie strap both OnStar cables to the IP harness away from the HVAC mode door following the procedure below:

1. Remove the instrument panel insulator panel. Refer to Instrument Panel Insulator Panel Replacement in SI.
2. Remove the driver knee bolster reinforcement. Refer to Driver Knee Bolster Reinforcement Replacement in SI.



3. Take both OnStar cables (1) and pull away from the HVAC mode door while routing under the instrument panel support (2) and tie strap them to the instrument panel harness (3). 3997522
4. Reinstall the driver knee bolster reinforcement.
5. Reinstall the instrument panel insulator panel.
6. Re-perform the HVAC system check to confirm that the HVAC system operation is fully functional as expected.

## Parts Information

Part Number	Description
12337820	STRAP, AIRBAG WRG HARN

## Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
4480258*	Rerouting OnStar Cables and Tie Strapping Cables to the Instrument Harness	0.4 hr

\*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.