



Service Bulletin

File in Section: -

Bulletin No.: PIC5979

Date: April, 2014

PRELIMINARY INFORMATION

Subject: Normal Characteristic - HVAC Temperature Varies From Side To Side

Models: 2013 - 2014 Cadillac ATS
2014 Cadillac CTS Sedan (VIN A)

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

A customer may complain about the HVAC system discharge temperature to vary from side to side when the set temperature is set to the same value.

Recommendation/Instructions

Important: Do NOT replace components for this condition. Replacing the duct sensors or temperature motors will not improve this situation.

It is normal for a dual zone or tri-zone HVAC system discharge temperature to vary from side to side when the set temperature is set to the same value.

The upper duct sensors are placed in the outer parts of the ductwork and do not read the discharge temperature from the center outlets. This can be made worse if the outboard panel outlets are shutoff, which will cause the duct sensors not to read properly. In a garage condition, with all of the outlets open after 10 minutes of idling all of the outlets should stabilize within 6 degrees if measured in Celsius, or 12 degrees of each other if measured in Fahrenheit.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

ADDITIONAL SI KEYWORDS:

blower cold temp warm

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.