



Service Bulletin

File in Section: -

Bulletin No.: PIE0304

Date: June, 2014

PRELIMINARY INFORMATION

Subject: Engineering Information – Intermittent Improper HVAC Air Temperature

Models: 2013-2014 Buick LaCrosse, Regal, Verano
2013-2014 Cadillac SRX
2013-2014 Chevrolet Cruze, Malibu

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. **THIS IS NOT A RECALL** — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information PIs.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment that intermittently the HVAC system will blow cool or cold air when temperature is set to hot, or hot air when the temperature is set to cold. On dual zone vehicles, this concern could be on only one side or both.

Engineering is currently investigating this concern of the temperature door not responding properly to the command from the HVAC control (faceplate).

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

Important: Confirm the vehicle is at operating temperature. If the concern is related to an air conditioning function, confirm the compressor is functioning properly.

Engineering is looking for a live case of this concern near the metro Detroit area. If a vehicle is brought in exhibiting this concern, do not adjust the temperature setting. Turn the engine off, but leave the ignition in the run position and connect a battery charger to maintain battery voltage. Contact one of the engineers listed below.

If the vehicle is outside of the metro Detroit area or if your call is not returned within the hour, this concern may be corrected by adjusting the temperature control to the full cold position for 20 seconds, then back to the full hot position. If the temperature door or temperature actuator experienced a condition where it was not able to move to the full hot position, this will reset the actuator similar to commanding a relearn with GDS.

If adjusting the temperature control as described above corrects the concern, do not attempt any other repairs. Do not replace any parts. Do not reprogram/re-setup the electronic climate control module.

Contact Information

Engineer Name	Phone Number
Shawn Danielson	248-804-1293
Keith Huguley	586-854-8960

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
4480158*	Engineering Information - Intermittent Improper HVAC Air Temperature	0.3 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		