



Service Bulletin

PRELIMINARY INFORMATION

Subject: Vehicle Slow to Heat Up in Cold Ambient Temperatures

Models: 2013-2015 Buick Encore
2011-2015 Chevrolet Cruze
2012-2015 Chevrolet Sonic
2013-2015 Chevrolet Spark, Trax
Equipped with 1.2L Gasoline Engine (RPO LL0)
Equipped with 1.4L Gasoline Engine (RPO LUJ or LUV)
Equipped with 1.8L Gasoline Engine (RPO 2H0, LUW or LWE)

This PI has been revised to update the Steps in the Recommendation/Instructions. Please discard PI1166B.

Condition/Concern

Some customers may comment in cold ambient temperatures on the following:

- The engine is slow to reach normal coolant operating temperatures as indicated by the engine coolant temperature gauge.
- The air coming out of the heater outlet ducts is not warm enough for their personal preferences.
- The vehicle is not warm when using the Remote Vehicle Start feature.

Recommendation/Instructions

The energy efficient engines that these vehicle are equipped with may not generate the same amount of heat at idle that the customer may be accustomed to when compared to older less efficient engines. Additionally, depending on extreme cold ambient temperatures, a short drive cycle under light engine load may also not generate enough heat to reach normal engine coolant operating temperatures as indicated by the engine coolant temperature gauge and therefore insufficient heat from the heater outlet ducts.

1. Perform the Diagnostic System Check - Vehicle.
 - ⇒ If any DTCs are set, Go to Diagnostic Trouble Code (DTC) List - Vehicle in SI.
 - ⇒ If no DTCs are set, Go to Step 2.
2. Verify the coolant in the radiator surge tank is at the correct level.
3. For vehicles with manual heater control or automatic control in manual mode, instruct the customer that during extreme cold ambient temperatures to place the blower on medium (3) instead of high (6) during vehicle warm-up or remote start. This will result in warmer outlet temperatures sooner. When the blower is operated on high speed (6) with extreme low ambient temperatures, the heater core will pull more heat out of the coolant than the engine can produce at idle or low speed causing the engine and outlet temperature to be slower to warm up.

Note: Automatic HVAC operated in Auto mode is already optimized for lower blower speed during engine warm-up.
4. **DO NOT** replace the engine coolant thermostat unless a DTC code is set related to the thermostat, as the ECM monitors the thermostat each key cycle to ensure it is operating within design parameters.
 - ⇒ If there are no DTCs, the engine coolant level is correct and the thermostat is diagnosed as operating correctly, then the comment of the engine is slow to reach normal coolant operating temperatures should be considered as a normal operating condition of these energy efficient engines in cold ambient temperatures.

Customer Information

Please communicate to the customer that this condition as described 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 information.

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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