



Service Bulletin

PRELIMINARY INFORMATION

Subject: Intermittently HVAC Blows Only Cold Air with Vehicle at Operating Temperatures

Models: 2014-2015 Buick Verano
2014-2015 Chevrolet Cruze, Malibu

Attention: This PI applies to any of the above models that may be Israel Export vehicles.

Condition/Concern

Some customers may comment after the vehicle reached operating temperature, the HVAC system will only blow cold air even though the controls are set to the warmest position. On dual zone vehicles, this concern could be on only one or both sides.

This may be caused by the temperature valve actuator being damaged by too much pressure while in the coldest position.

Recommendation/Instructions

Verify this is the condition by following the instructions in the test below:

Actuator Test

1. Start vehicle and warm engine until operating temperature.
2. Adjust the temperature control to the coldest position for 20 seconds.
3. Adjust the temperature control to the hottest position.
4. Cycle the temperature from coldest to hottest position 3-4 times.
Note: A pop/click may be heard when cycling between temperature ranges.
5. If this corrects the concern, replace the affected temperature valve actuator. Refer to the Temperature Valve Actuator Replacement in SI.
6. If this does not correct the concern, inspect the HVAC temperature door for a any binding or obstruction. Refer to SI for diagnostic information.

Parts Information

| Part Number | Description |
|-------------|-----------------------------|
| 13372987 | Actuator, Temperature Valve |

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 |
|-----------------|-------------|------------|
| Automatic HVAC | | |

| | | |
|--------------------|---|------------------------------------|
| 4420780 | Temperature Valve Actuator Replacement | Use Published Labor Operation Time |
| 4420810 | Temperature Valve Actuator Replacement – Right Side | Use Published Labor Operation Time |
| 4420820 | Temperature Valve Actuator Replacement – Left Side | Use Published Labor Operation Time |
| Manual HVAC | | |
| 4431400 | Temperature Valve Actuator Replacement | Use Published Labor Operation Time |
| 4431440 | Temperature Valve Actuator Replacement – Right Side | Use Published Labor Operation Time |
| 4431460 | Temperature Valve Actuator Replacement – Left Side | Use Published Labor Operation Time |

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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