



Service Bulletin

PRELIMINARY INFORMATION

Subject: Odor from HVAC System with Temperature Control Set on High Heat and Engine at Operating Temperature

Models: 2011-2013 Chevrolet Cruze
2013-2014 Chevrolet Malibu

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

This PI has been revised to update the Models, Recommendation/Instructions and Parts Information sections. Please discard PI0935B.

Condition/Concern

Some customer may comment on an odor from the HVAC system. This condition occurs with the engine at operating temperature and the instrument panel temperature control set on the full heat setting. This condition may be described as a coolant odor among other descriptions.

This condition may be caused by an unpleasant odor coming from the grease used to lubricate the components inside of the heater and air conditioning evaporator case.

Recommendation/Instructions

Use the following steps to diagnose and repair the condition:

- Bring the vehicle up to operating temperature and verify the condition by closing the vehicle doors, idling the car and selecting full heat. You may wish to leave vehicle idle for several minutes with heat on high, open the driver door and verify the concern.
- Follow the latest version of PI0740 and Odor Diagnosis in SI to ensure that the odor is not coolant, as described in the PI.

Tip: Using a digital camera, photograph the routing of the instrument panel wiring harness before removal. This will aid in the re-assembly process.

1. With the condition verified, replace the heater and air conditioning evaporator case. Refer to Heater and Air Conditioning Evaporator Case Replacement in SI.
2. With the heater core removed from the case, inspect for contamination from the assembly grease. Clean as necessary.
3. Transfer the following items from the old assembly:
 - Floor air outlet cover
 - Temp valve actuator/screws
 - Mode valve actuator/gear/screws
 - Temp sensor(s), if equipped
 - Wiring harness

Parts Information

Part Number	Description	Quantity
23172714	Heater and Air Conditioning Evaporator Case Assembly	1

13406309	Heater and Air Conditioning Evaporator Case Gasket Kit (Cruze With RPO C67 or C68)	1
13406315	Heater and Air Conditioning Evaporator Case Gasket Kit (Cruze With RPO C42)	1
13332716	Heater and Air Conditioning Evaporator Case Gasket Kit (Malibu)	1
11514519	Steering Column Nut	4
11611451	Tether Clip	2

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
4412460	Heater and Air Conditioning Evaporator Case Replacement	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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