



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Reduced HVAC Blower Speed Or Reduced A/C Or Heating Performance

Models: 2013-2016 Chevrolet Equinox
2013-2016 GMC Terrain
with 2.4L Engine (RPO LEA) and Auto HVAC (RPO C68)

This PI was superseded to update Model Years Please discard PIT5205.

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

Condition/Concern

Customers may comment that the blower speed knob only goes to 8 with less than expected high blower speed air flow. Upon dealer diagnostic there is no DTC's found and when compared to a like vehicle with blower speed set to 8 the sound is more audible and air flow noticeably higher. This condition is normal when the ECO button is turned on.

Note: Vehicles with a Manual HVAC (RPO C67) system will not have reduced blower speed when the ECO button is on..

Recommendation/Instructions

Do NOT replace any parts for this concern.

Turn the ECO button Off and On at different blower speed settings 6 through 8 and note the change in the audible sound and air flow. This is a new enhancement to improve fuel economy when the ECO button is turned on.

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.

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.

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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