



Service Bulletin

PRELIMINARY INFORMATION

Subject: Lack of Heat in ECO Mode

Models: 2014-2015 Cadillac ELR
2014-2015 Chevrolet Volt

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

Condition/Concern

Some customers may comment that when the vehicle is in ECO mode, there is a lack of heat coming from the HVAC system. This may be caused by a software anomaly.

Recommendation/Instructions

An updated software calibration has been released to address this concern that will increase the maximum allowable output while running in ECO mode.

Important: Verify the battery voltage is more than 12 volts but less than 16 volts before proceeding with reprogramming. The battery must be fully charged **BEFORE** reprogramming.

Important: During reprogramming, the battery voltage must be maintained within the proper range of 12-15.5 volts. **CONNECT** the approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool (EL-49642) to the vehicle or the GR8 (EL50313) in the power supply mode.

Reprogram the HVAC Control Module using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the HVAC System Control Module Programming and Setup procedure in SI.

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
2810015	HVAC System Control Module Reprogramming with SPS	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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