



# Service Bulletin

## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
OnStar® Cable Interference  
Expires with Base Warranty

**MODELS:** 2015 Chevrolet Equinox  
2015 GMC Terrain  
Equipped with Front Electronic Control HVAC System (C67/C68)

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

### PURPOSE

This bulletin provides a service procedure to reroute and secure the OnStar cable away from the HVAC mode door, and if necessary, replace the HVAC mode actuator on **certain** 2015 model year Chevrolet Equinox and GMC Terrain vehicles equipped with front electronic control HVAC system (C67/C68). The routing of the OnStar cable has the potential to interfere with the travel actuation of the mode door cam. This may cause a clicking noise under the instrument panel when switching HVAC modes or the system may not operate as expected.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

**Note:** Very few vehicles are expected to require replacement of the OnStar cable and/or HVAC mode actuator. If replacement is required, use the GM Electronic Parts Catalog (EPC) and the vehicle identification number (VIN) to order the correct parts.

Part Number	Description	Quantity/Vehicle
12337820	STRAP, AIRBAG WRG HARN	1

SERVICE PROCEDURE

**Note:** Carefully read the instructions below.

- If an OnStar cable replacement and/or HVAC mode actuator replacement is required, use the GM Electronic Parts Catalog (EPC) and the vehicle identification number (VIN) to order the correct parts.
- Ensure that the OnStar cable is prevented from contacting the HVAC actuator by visually inspecting the area while using a mirror.

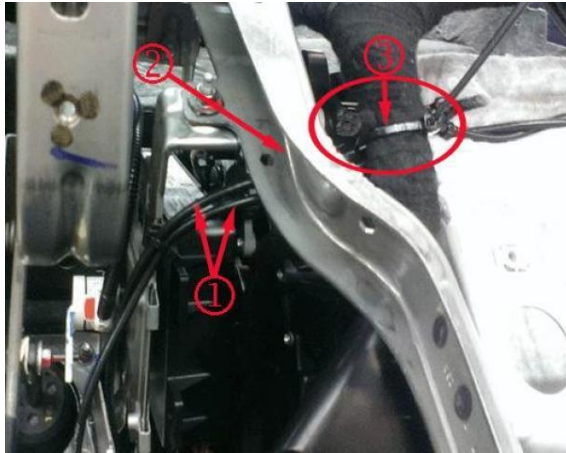
**HVAC Mode System Inspection**

1. Cycle through each of the HVAC mode functions using high blower with full hot HVAC control settings.
2. Visually inspect mode actuator operation using a mirror during each function check.
3. Physically feel air flow at each of the related air vents to confirm correct operation of the HVAC system.
  - If the HVAC system mode operation does NOT seem impaired, proceed to *Re-Routing and Securing OnStar Cable* in this bulletin.
  - If the HVAC system mode operation seems impaired or a clicking sound under the instrument panel is observed, further diagnosis is required.
    - Determine if the OnStar cables are touching the mode actuator or if the cables have scuff marks or cable coating deterioration.
    - Replace or repair the OnStar cables if the cables are damaged. Submit a warranty transaction for cable repair or replacement using the normal warranty labor code.
    - Determine if the mode actuator is damaged or inoperative due to the OnStar cable binding or interfering with the actuator operation. The mode actuator may be noisy and/or the mode actuator may be inoperative.
    - Replace the mode actuator as required. Refer to *Mode Valve Actuator Replacement* in SI.
    - Proceed to *Re-Routing and Securing OnStar Cable* in this bulletin AFTER completing the suggested diagnosis and/or repairs.

## Re-Routing and Securing OnStar Cable

**Note:** Tie strap both OnStar cables to the IP harness away from the HVAC mode door following the procedure below. The procedure can be done with the instrument panel in the vehicle.

1. Remove the instrument panel insulator panel. Refer to *Instrument Panel Insulator Panel Replacement* in SI.
2. Remove the driver knee bolster reinforcement. Refer to *Driver Knee Bolster Reinforcement Replacement* in SI.



3. Take both OnStar cables (1) and pull away from the HVAC mode door while routing under the instrument panel support (2) and tie strap them to the instrument panel harness (3).
4. Reinstall the driver knee bolster reinforcement. Refer to *Driver Knee Bolster Reinforcement Replacement* in SI.
5. Reinstall the instrument panel insulator panel. Refer to *Instrument Panel Insulator Panel Replacement* in SI.
6. Re-perform the HVAC system check to confirm that the HVAC system operation is fully functional as expected.

### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

**Note:** If OnStar® cable repair or replacement was necessary, submit the warranty transaction using the normal warranty labor code.

Labor Code	Description	Labor Time
9101325	Reroute & Secure OnStar Cables	0.4
9101326	Replace HVAC Mode Valve Actuator*	1.0

\* Includes rerouting and securing OnStar cables.

## DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES  
DCS3573  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 6, 2015

Subject: 14682 – Service Update Bulletin  
OnStar® Cable Interference

Models: 2015 Chevrolet Equinox and GMC Terrain Equipped with Front  
Electronic Control HVAC System (C67/C68)

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New Vehicle Sales Manager,  
and Warranty Administrator

General Motors is releasing Service Update Bulletin 14682 today. The total number of U.S. vehicles involved is approximately 20,000. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The “Investigate Vehicle History” (IVH) screen will be updated March 7, 2015. A list of involved vehicles in dealer inventory is attached to this message.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES