

Service Update

17465 HVAC Blower and Defrost Off During Low-Temperature Remote Start Event



Reference Number: N172138580

Release Date: December 2017

Revision: 00

Attention: 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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2018	2018		
GMC	Terrain				

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2018 model year Chevrolet Equinox and GMC Terrain vehicles equipped with air conditioning (RPO C4P or C67) and Engine Remote Start (RPO BTV) or Accessory Remote Start Kit (RPO S6P), when outside temperatures are below 42 degrees F (6 deg. C) may have a condition in which the heating, ventilation, air conditioning (HVAC) blower motor and defrost will not operate during an engine remote start event.
Correction	Reprogram the HVAC control module.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102946*	HVAC System Control Module Reprogramming with SPS	0.3	ZFAT	N/A
9103564**	Module Programming Not Required	0.2	ZFAT	

* To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered when submitting this transaction.

** SPS Warranty Claim Code is NOT required when submitting this transaction.

Service Procedure

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. **DO NOT** connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.

Caution: If the Same Calibration/Software Warning is noted on the SPS Controller screen, do NOT attempt to program the module. No further action is required. Refer to the Warranty section of the bulletin and use labor operation code 9103564, Module Programming Not Required.

Reprogram the HVAC control module. Refer to *K33 HVAC Control Module: Programming and Setup* in SI.

Service Update

17465 HVAC Blower and Defrost Off During Low-Temperature Remote Start Event



Dealer 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.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4638
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 19, 2017

Subject: 17465 - Service Update
HVAC Blower and Defrost Off During Low-Temperature Remote Start
Event

Models: 2018 Chevrolet Equinox
2018 GMC Terrain

To: All General Motors Dealers

General Motors is releasing Service Update 17465 today. The total number of U.S. vehicles involved is 1,467. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated December 20, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS