

Service Update

17227 HVAC Temperature Stuck on Heat



Reference Number: N172101760

Release Date: June 2017
Revision: 00

Attention: This service update involves vehicles in dealer inventory only and will expire June 30, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express	2017	2017		
GMC	Savana				

This service update should be performed on vehicles in dealer inventory only. 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 2017 model year Chevrolet Express and GMC Savana vehicles may have been assembled with the heating, ventilation, and air conditioning (HVAC) air temperature door linkage disconnected. If the linkage is not connected, the temperature door could remain in a position that only provides heat to the vehicle cabin.
Correction	Inspect the HVAC air temperature door operation, and reconnect linkage if necessary.

Parts

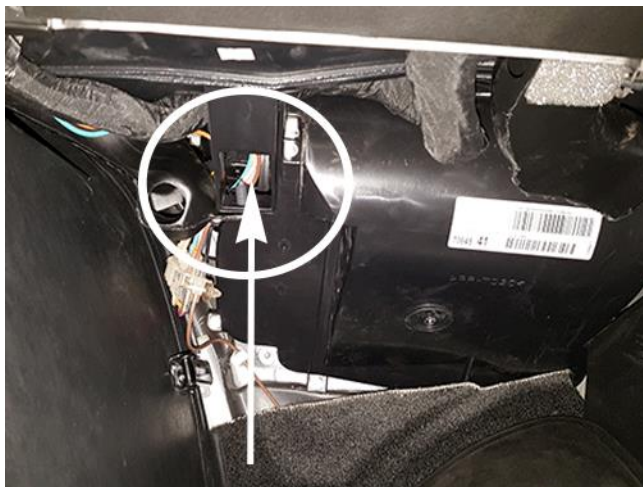
No parts required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103215	Inspect Temperature Valve - No Further Action Required	0.2	ZFAT	N/A
9103216	Install Temperature Valve into Tracking Wheel (includes inspection)	0.6		

Service Procedure

- Inspect the operation of the temperature valve. If the vehicle is already at operating temperature, turn the blow motor on high, adjust HVAC controls to vent, and adjust the temperature to hot. Verify that heat blows through the vents. Repeat the same steps with the temperature adjusted to cold verifying that cold air blows through the vents.
 - If the HVAC temperature adjusts from hot to cold, no further action required.
 - If the HVAC temperature DOES NOT adjust from hot to cold, proceed step 5.
 - If the vehicle is NOT already at operating temperature, continue to step 2.
- Adjust the passenger seat all the way back.

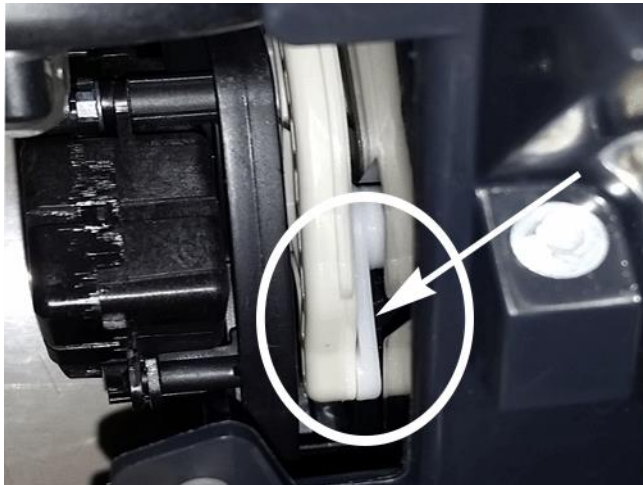


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- Locate the temperature valve actuator under the passenger side of the HVAC case.

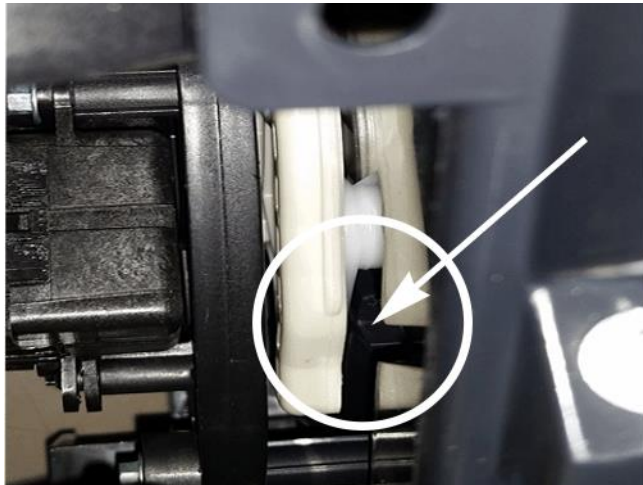
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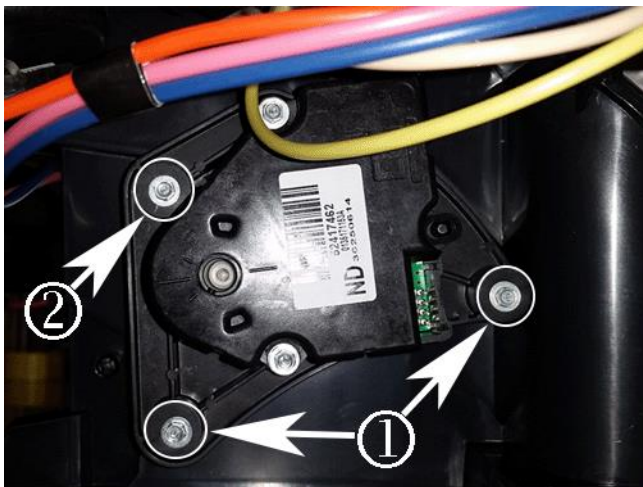
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4. Inspect the temperature valve to determine if the pin is off the tracking wheel:
 - 4.1. If the temperature valve arm is in place and on the tracking wheel as shown above, no further action required.



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- 4.2. If the temperature valve arm is out of place and off the tracking wheel, proceed to step 5.



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5. Remove the 2 lower temperature valve mounting bolts (1) and loosen the top mounting bolt (2). Do not remove the whole actuator.
6. Pull the actuator slightly away from the HVAC case.

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7. Insert the temperature valve arm into the tracking wheel track. (The picture above is showing the tracking wheel and arm separated for reference ONLY. The actuator does NOT need to be fully separated to insert the temperature valve arm into the tracking wheel track).
8. Install the actuator back in place.
9. Install the 2 lower temperature valve mounting bolts and tighten the top mounting bolt.
10. Adjust the passenger seat back into the original position.

Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than June 30, 2018.

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/repared 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.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4471
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 8, 2017

Subject: 17227 - Service Update
HVAC Temperature Stuck on Heat

Models: 2017 Chevrolet Express
2017 GMC Savana
Vehicles in Dealer Inventory only

To: All General Motors Dealers

General Motors is releasing Service Update 17227 today. The total number of U.S. vehicles involved is approximately 59. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 9, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS