



Service Bulletin

File in Section: -

Bulletin No.: 18-NA-041

Date: February, 2018

TECHNICAL

Subject: HVAC Inoperative During Remote Start Event with Accessory Remote Start Kit

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2018	2018	SOP	November 24, 2017	All	All
GMC	Terrain	2018	2018			All	All
Holden	Equinox	2018	2018			All	All

Involved Region or Country	North America, Australia, U.A.E., Middle East, Israel, S. America, Korea, Egypt and Africa
Additional Options (RPOs)	Equipped with Accessory Remote Start Kit (RPO S6P)
Condition	On vehicles equipped with the accessory remote start kit, customers may comment that the HVAC system will not operate during a remote start event when the temperature is below 42°F (6°C).
Cause	This may be due to a calibration concern within the HVAC control module.
Correction	Reprogram the HVAC control module.

Service Procedure

Important: Dealers in Canada should first check Global Warranty Management / Investigate History (GWM/IVH). If Service Update bulletin #17465 is listed and marked "open" then refer to and complete Service Update bulletin #17465.

Important: Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install the EL-49642 SPS Programming Support Tool (GM Dealer Equipment Item #PSC-550) 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.

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

Version	1
Modified	Released February 7, 2018

Parts Information

No parts needed for this condition.

Warranty Information

For vehicles repaired under warranty, use:

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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