



## Preliminary Information

### PIC5979A Normal Characteristic - HVAC Temperature Varies From Side to Side

#### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	ATS	2013 - 2018	All	All	All	All
Cadillac	CTS Sedan (VIN A)	2014 - 2018	All	All	All	All

#### Supersession Statement

This PI was superseded to update Model Years. Please discard PIC5979.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

#### Condition / Concern

A customer may complain about the HVAC system discharge temperature to vary from side to side when the set temperature is set to the same value.

#### Recommendations / Instructions

**IMPORTANT: Do NOT replace components for this condition. Replacing the duct sensors or temperature motors will not improve this situation.**

It is normal for a dual zone or tri-zone HVAC system discharge temperature to vary from side to side when the set temperature is set to the same value.

The upper duct sensors are placed in the outer parts of the ductwork and do not read the discharge temperature from the center outlets. This can be made worse if the outboard panel outlets are shutoff, which will cause the duct sensors not to read properly. In a garage condition, with all of the outlets open after 10 minutes of idling all of the outlets should stabilize within 6 degrees if measured in Celsius, or 12 degrees of each other if measured in Fahrenheit.

Starting in the 2015 model year ATS and CTS vehicles, the Upper Duct Temperature Sensors are no longer used in the control of the temperature and use a Virtual Duct Sensor control strategy. Starting in model year 2017 the Upper Duct Temperature Sensors were removed from the ductwork.

#### Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

#### Additional SI Keywords

blower cold temp warm



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