



Service Bulletin

Bulletin No.: 19-NA-015

Date: April, 2019

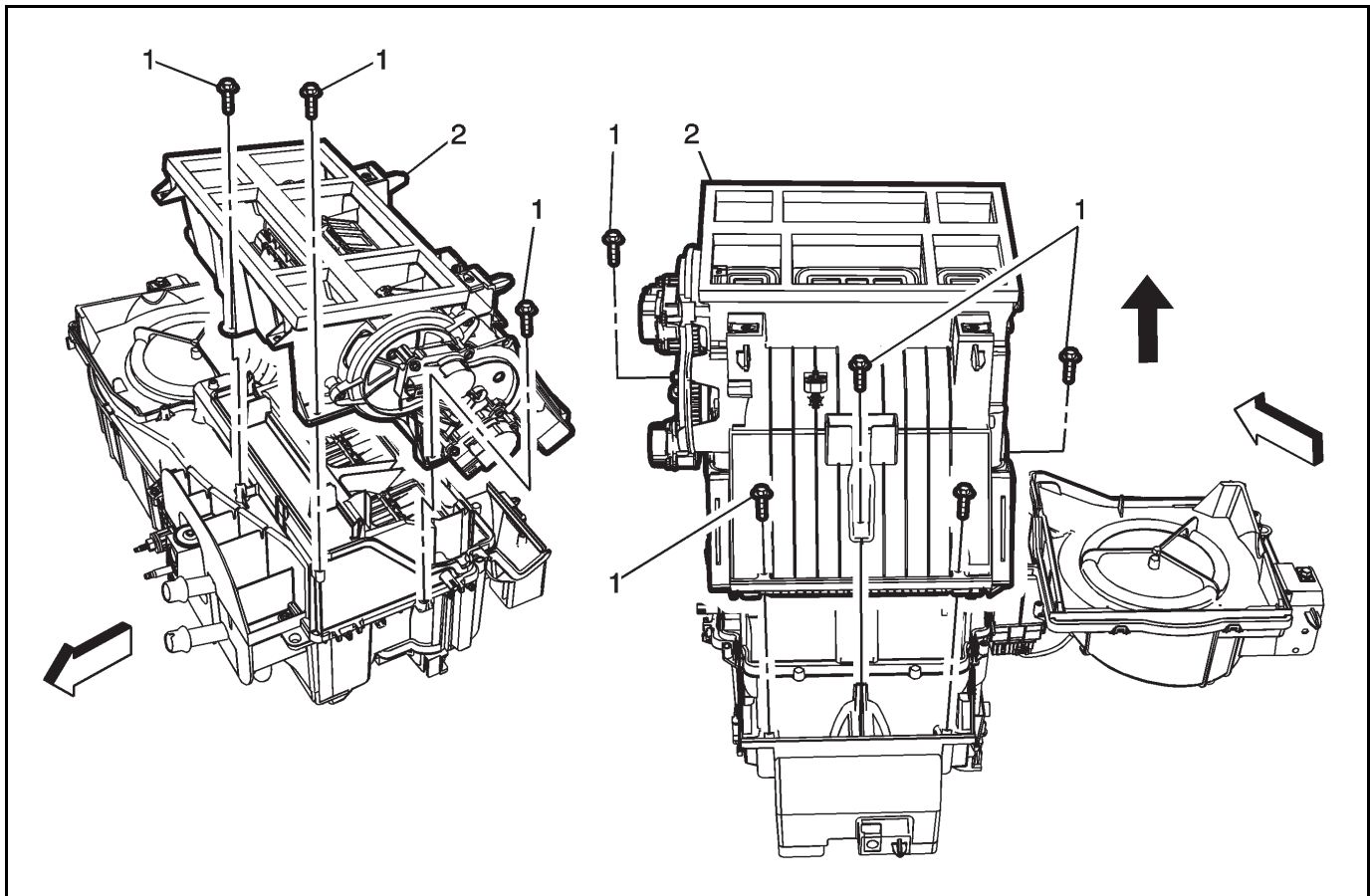
TECHNICAL

Subject: HVAC Temperature or Mode Control Inoperative

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Trax	2018	2019	SOP	August 08, 2018		
	Tracker				August, 2018		

Involved Region or Country	North America, South America
Condition	Some customers may comment on one or more of the following concerns: <ul style="list-style-type: none"> • Temperature control inoperative • No heat • No defrost
Cause	This condition may be caused by the air conditioning evaporator case not aligning with the upper HVAC housing case, causing the control gears not to engage properly when adjusting the temperature.
Correction	<ol style="list-style-type: none"> 1. Check the temperature and mode cables operation as instructed in Bulletin 17-NA-113 (Document ID# 4694428). <ul style="list-style-type: none"> ⇒ If the gear mesh is lost during adjustment, replace the air conditioning evaporator case. 2. With the cable detached, verify that the mode and/or temp doors move freely. <ul style="list-style-type: none"> ⇒ If the doors are sticking with the cables detached, replace the air conditioning evaporator case. <p>Note: When replacing the case, a new cable retention feature has been added to prevent kinking of the cable.</p>

Service Procedure



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Refer to *Air Conditioning (A/C) Evaporator Case Assembly Replacement* in SI.

Parts Information

Causal Part	Description	Part Number	Qty
X	CASE, HTR & A/C EVPR	42626071	1
N/A	GASKET KIT, HTR & A/C EVPR & BLO MDL	95920151	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
4412450	Air Conditioning (A/C) Evaporator Case Assembly Replacement	Use Published Labor Operation Time

Version	3
Modified	Released January 28, 2019 Revised February 11, 2019 to add 2019 model year and breakpoint April 09, 2019 - Added Tracker model and South America to Involved Regions and added gasket kit to Parts Information section.

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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