



# Service Bulletin

Bulletin No.: 19-NA-056

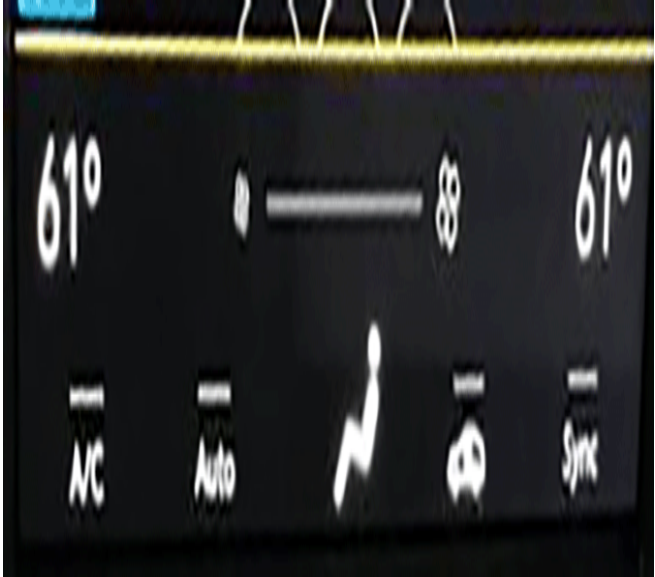
Date: May, 2019

## INFORMATION

**Subject:** HVAC Pop-Up May Display 61 Degrees and Have Empty HVAC Setting Icons

**Attention:** This bulletin replaces PIT5613A, please discard PIT5613A

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Terrain	2018	2018			All	All

<b>Involved Region or Country</b>	North America, Middle East
<b>Additional Options (RPOs)</b>	Equipped with RADIO (IOR) and HVAC SYSTEM (CJ2)
<b>Condition</b>	<p>Some customers may comment that the selected Heating, Ventilation, and Air Conditioning (HVAC) temperature displayed in the Temperature Control knobs does not match the HVAC pop-up on the radio display.</p>  <p style="text-align: right;">5051568</p> <p>The HVAC pop-up is stuck on 61 degrees F(16°C) although the temperature displayed on the knobs displays the selected temperature. Additionally, the other icons in the pop-up for A/C, Blower Speed and Modes appear empty or blank. The pop-up behaves this way for the entire ignition cycle. Only the information shown in the pop-up is affected, the HVAC system functions properly.</p>
<b>Cause</b>	The cause of the condition may be that the data messages between control modules are not being received properly.
<b>Correction</b>	Replace the A11 Radio.

## Service Procedure

To replace the radio refer to *Radio Replacement (IO5, IO6, IOB, IOR)* in SI.

## Parts Information

In order to identify the correct part number to order through Electronic Service Center (ESC), refer to Vehicle Identification Number (VIN) and Electronic Parts Catalog (EPC).

\* We believe this source and their products to be reliable. There may be additional manufacturers of such products/materials. General Motors does not endorse, indicate any preference for, or assume any responsibility for the products or material from this firm or for any such items that may be available from other sources.

Causal Part	Description	Part Number	Qty
	Radio, Receiver	84667777	1
	Radio, Receiver	84677810	1

## Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
*3420840	Radio Replacement	0.4 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released May 21, 2019

