TECHNICAL

Subject: HVAC Pop Up on Infotainment Screen Blank, Displays Red Box, or Has Incomplete Information After Initial Start Up

> **This bulletin replaces PIT5559. Please discard all copies of PIT5559.**

Brand:	Model:	Model Year:		Breakpoints:		Engine:	Transmission:
		from	**to**	**from**	**to**		
Chevrolet	Equinox	2015	2015	August 13, 2014	EoP	All	All
	Equinox	2016	2017				
GMC	Terrain	2015	2015	August 13, 2014	EoP		
	Terrain	2016	2017				

Involved Region or Country	North America, Middle East and Israel.
Additional Options (RPOs)	Equipped with Radio RPO UFU with UP9 and UHQ with UP9

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Condition	On rare occasions, some customers may report that the HVAC Pop Up on the infotainment screen is blank, displays a red box, or contains incomplete information as shown in the example below. 5442985 If this occurs, it will occur right after the vehicle is started and will last the entire ignition cycle but the concern will not be present on the next ignition cycle. Some customers may report that this happened after remote starting the engine. No DTCs will be stored as a result of this concern. The HVAC system can be controlled normally with the mechanical HVAC controls and will continue to function normally during the concern.
Cause	The cause of the condition is due to a message timing issue between the HVAC module and the radio.
Correction	If this concern is reported, perform several starting events with the ignition switch and remote keyless entry, and check for related DTCs. If other complaints are verified, this bulletin does not apply. If this concern exists, reprogram he HVAC Control Module. On the HVAC Control Module tab page, select the Airflow Calibration.

Service Procedure

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.

- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. 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.

- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/ Maintenance (I/M) system status indicators to NO.
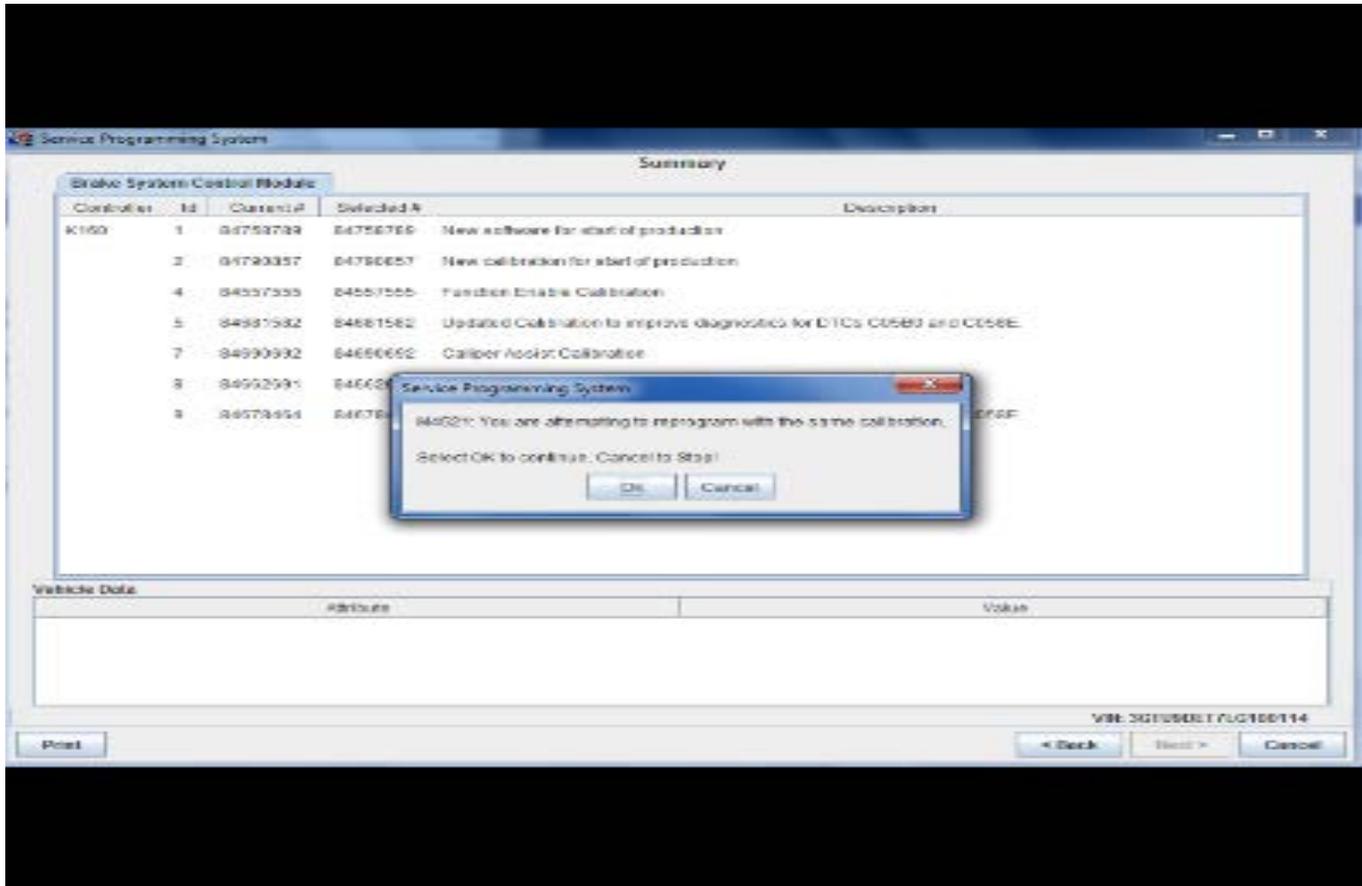
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Note: If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the HVAC Control Module. Refer to *HVAC System Control Module Programming and Setup* in SI.
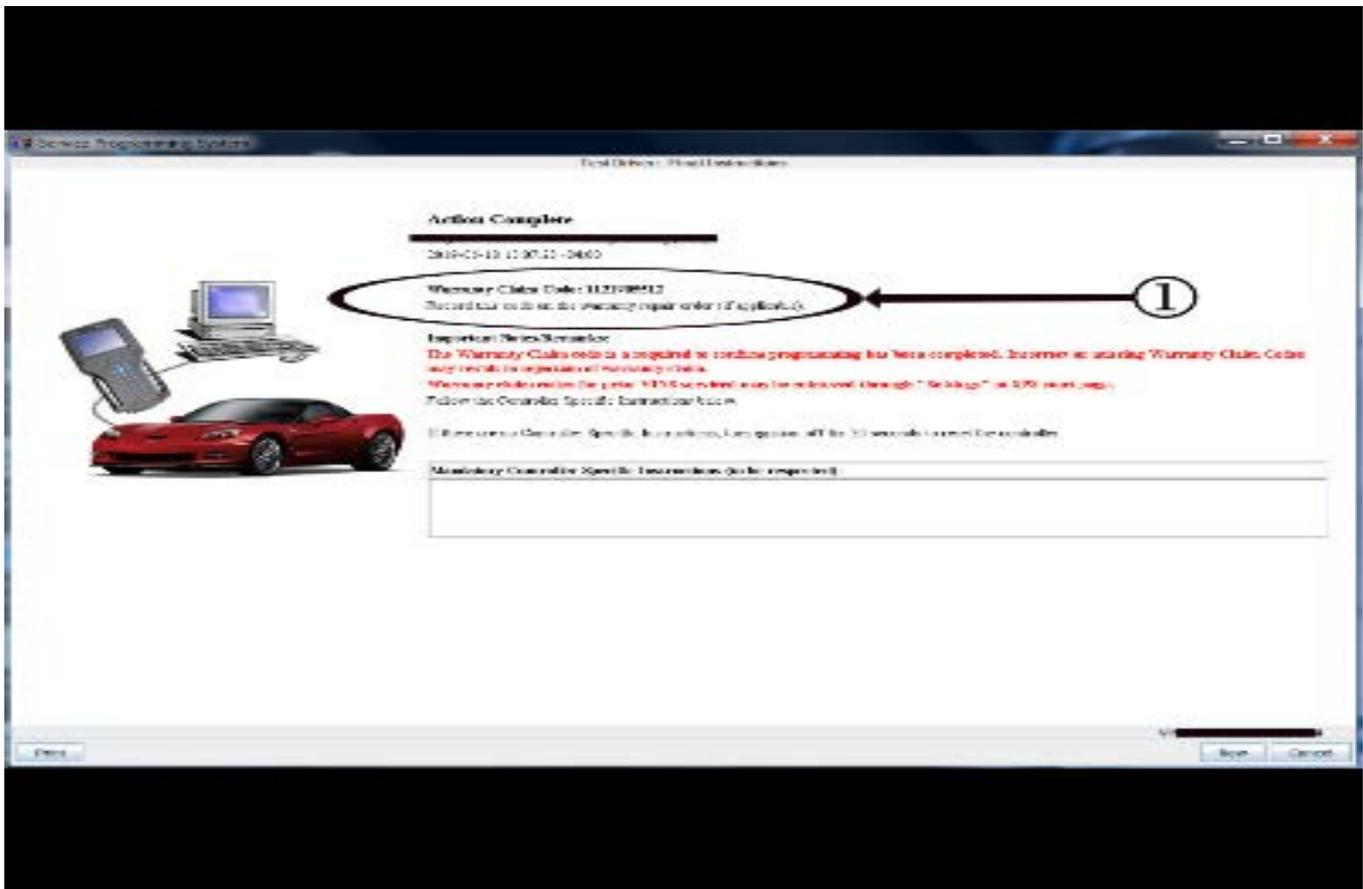
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Note: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Parts Information

No parts are required for this repair.

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
*2886588	HVAC Calibration Reprogramming to Address Blank HVAC Pop Up (or Red Box in HVAC Pop Up) on Infotainment Screen	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		
*To avoid warranty transaction rejections, carefully read and follow the instructions below:		
• The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.		
• When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.		

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	1
Modified	Released November 19, 2019