

# Product Emission Recall

## N202310040 Incorrect HVAC Airflow Calibration



**Release Date:** November 2020

**Revision:** 00

**Attention:** All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2018	2018	MAH MBC	Marketing Area North America Marketing Area Canada

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	General Motors has decided to conduct a voluntary emissions recall involving certain 2018 model year Equinox vehicles that were service programmed with incorrect heating, ventilation and air conditioning (HVAC) control module software. Vehicles programmed with this software may, under certain cold weather driving conditions, unnecessarily deactivate the Auto Engine Stop/Start System in order to maintain cabin temperature.
<b>Correction</b>	Dealers are to program the HVAC control module.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104969*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9105269*	HVAC Control Module Reprogramming with SPS	0.3		

\* **Important:** To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The Warranty Claim Code must be accurately entered in the “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 Warranty Claim Code field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS/SPS2.

### Warranty Claim Code Information Retrieval

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

1. Open TLC/TIS on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
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.

### Service Procedure

**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](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

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- 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, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

The screenshot shows the Techline Connect software interface. At the top, there is a navigation bar with 'DASHBOARD', 'GDS2', 'SI', and 'SPS2' tabs. The 'SPS2' tab is active. Below the navigation bar, there is a table titled 'Electronic Brake Control Module - Programming'. The table has columns for 'Controller', 'ID', and 'Current #'. A dialog box is overlaid on the table, displaying the error message: 'M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!'. The dialog box has 'OK' and 'Cancel' buttons. At the bottom of the screen, there are buttons for 'Print', 'Save to PDF', 'ECU Data', 'Back', 'Start Programming', and 'Cancel'. The VIN is visible at the bottom right: 5644477.

Controller	ID	Current #	Description
K17	1	84820771	
K17	2	84820790	
K17	3	84820797	Electronic Brake Diagnostic Calibration
K17	4	84820801	Function Enable Calibration
K17	5	84820808	Driver mode brake calibration
K17	6	84820819	Tire Pressure Calibration
K17	7	84820825	Caliper Assist Calibration

The screenshot shows the Service Programming System software interface. At the top, there is a 'Summary' section for the 'Brake System Control Module'. Below this, there is a table with columns for 'Controller', 'Id', 'Current #', 'Selected #', and 'Description'. A dialog box is overlaid on the table, displaying the error message: 'M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!'. The dialog box has 'OK' and 'Cancel' buttons. At the bottom of the screen, there is a 'Vehicle Data' section with columns for 'Attribute' and 'Value'. The VIN is visible at the bottom right: 5431207.

Controller	Id	Current #	Selected #	Description
K160	1	84758789	84758789	New software for start of production
	2	84790857	84790857	New calibration for start of production
	4	84557555	84557555	Function Enable Calibration
	5	84681582	84681582	Updated Calibration to improve diagnostics for DTCs C05B0 and C058E.
	7	84690692	84690692	Caliper Assist Calibration
	8	84662691	84662691	
	9	84678464	84678464	

**Important:** Techline Connect and TIS2WEB screens shown above. The pictures above are an example of module reprogramming, and may not be indicative of the specific module you're reprogramming.

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**Important:** If the same calibration/software warning is noted on the TLC or SPS Summary 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.

**Important:** When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, as well as the upcoming full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial Data Message Authentication also needs to have the ignition off.

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

The screenshot shows the Techline Connect SPS2 interface. The top navigation bar includes 'DASHBOARD', 'GDS2', 'SI', and 'SPS2'. The main content area is titled 'Warranty Claim Code' and displays the following information:

- Programming Complete.**
- VIN - 1G1FK3D69M0100018
- Electronic Brake Control Module - Programming (K17)
- 2020-08-19 12:23:43 PM
- Card: 1
- Warranty Claim Code: 28YN46808556** (This code is circled in red in the original image, with a circled '1' and an arrow pointing to it.)

Below the code, there is a red warning message: **Warranty Claim code is required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim. Warranty Claim Codes for prior VINs serviced may be retrieved through "Settings" at SPS start page.** This is followed by the instruction: **Record this code on the warranty repair order (if applicable).**

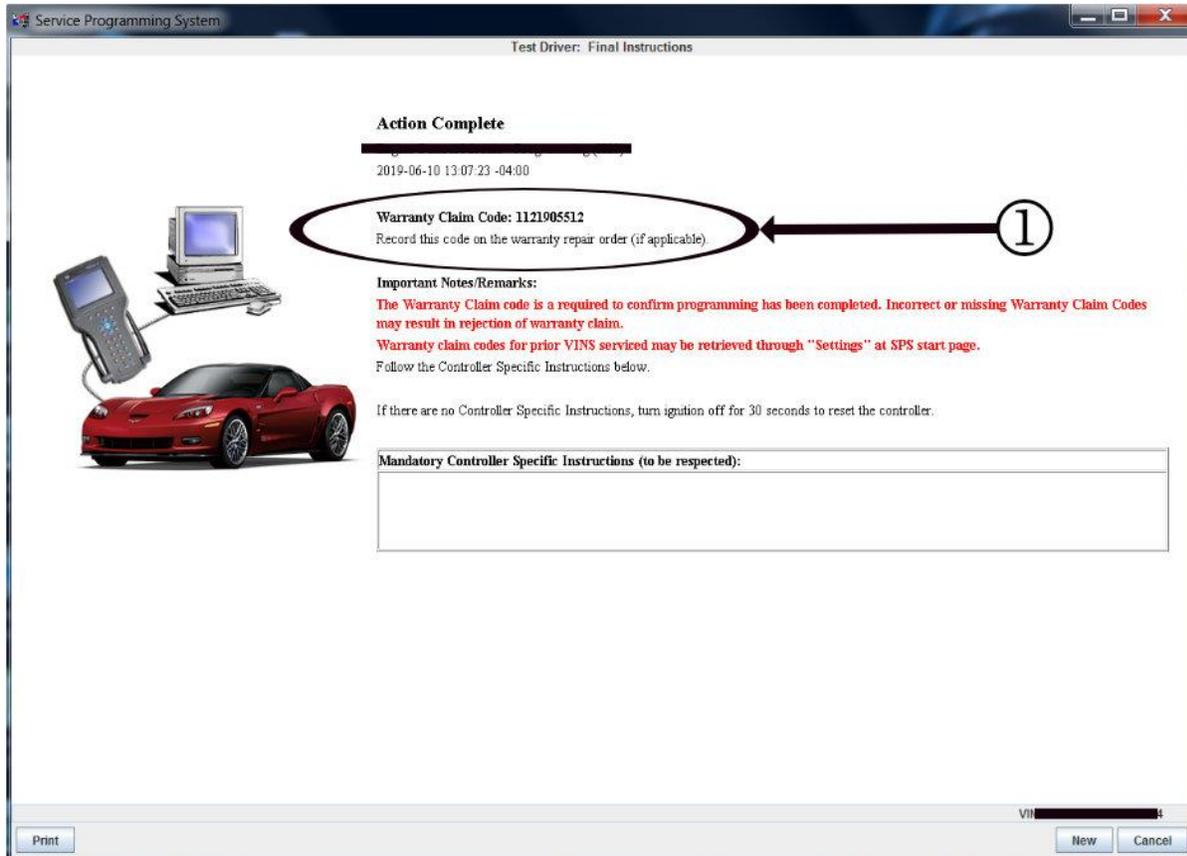
**Post Programming Instructions:**  
Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

5644478

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5431209

**Note:** The screenshots above are an example of module reprogramming, and may not be indicative of the specific module you're reprogramming.

**Important:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

2. Record SPS Warranty Claim Code on job card for warranty transaction submission.
3. CALIFORNIA VEHICLES ONLY: Complete a "Proof of Correction" certificate and provide to the vehicle owner upon recall completion.

### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering

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your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

**\*\*\*THE FOLLOWING 2 PARAGRAPHS ARE NOT FOR CANADA OR EXPORT\*\*\***

When a California emissions recall is completed by a GM dealer, the dealer must provide the vehicle owner a "Proof of Correction Certificate" which the owner may need to present to the California Department Of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration.

Additional Certificates can be obtained, at no charge, from the 1Store application in GlobalConnect. Request GM Item Number 1825 when ordering.

### Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

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November 2020

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

**Reason For This Recall:** Your 2018 model year Chevrolet Equinox vehicle, may be equipped with incorrect heating, ventilation and air conditioning (HVAC) control module software that violates California and Federal standards and regulations. Vehicles programmed with this software may, under certain cold weather driving conditions, unnecessarily deactivate the Auto Engine Stop/Start System in order to maintain cabin temperature.

**What Will Be Done:** Your GM dealer will program the HVAC control module. This service will be performed for you at **no charge**. Eligibility for this service will not be denied solely due to your Chevrolet Equinox vehicle having non-GM parts or repairs performed by outlets other than a GM franchised dealer.

**How Long Will The Repair Take?** Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 20 minutes.

**What You Should Do:** Please contact your GM dealer as soon as possible to arrange a service date. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

**Emission Law Information:** In order to ensure your full protection under the emission warranty made applicable to your vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

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### IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

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We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Maryann L. Combs  
Vice President  
Global Vehicle Safety

N202310040

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5564  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 5, 2020

Subject: N202310040 - Emission Recall  
Incorrect HVAC Airflow Calibration

Models: 2018 Chevrolet Equinox

To: All General Motors Dealers

General Motors is releasing Emission Recall N202310040 today. The total number of U.S. vehicles involved is approximately 4. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on November 19, 2020.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated November 6, 2020 or sooner. As there are only 6 vehicles involved in this field action, no stock vin list will be included. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS