



# Service Bulletin

Bulletin No.: 19-NA-015

Date: December, 2020

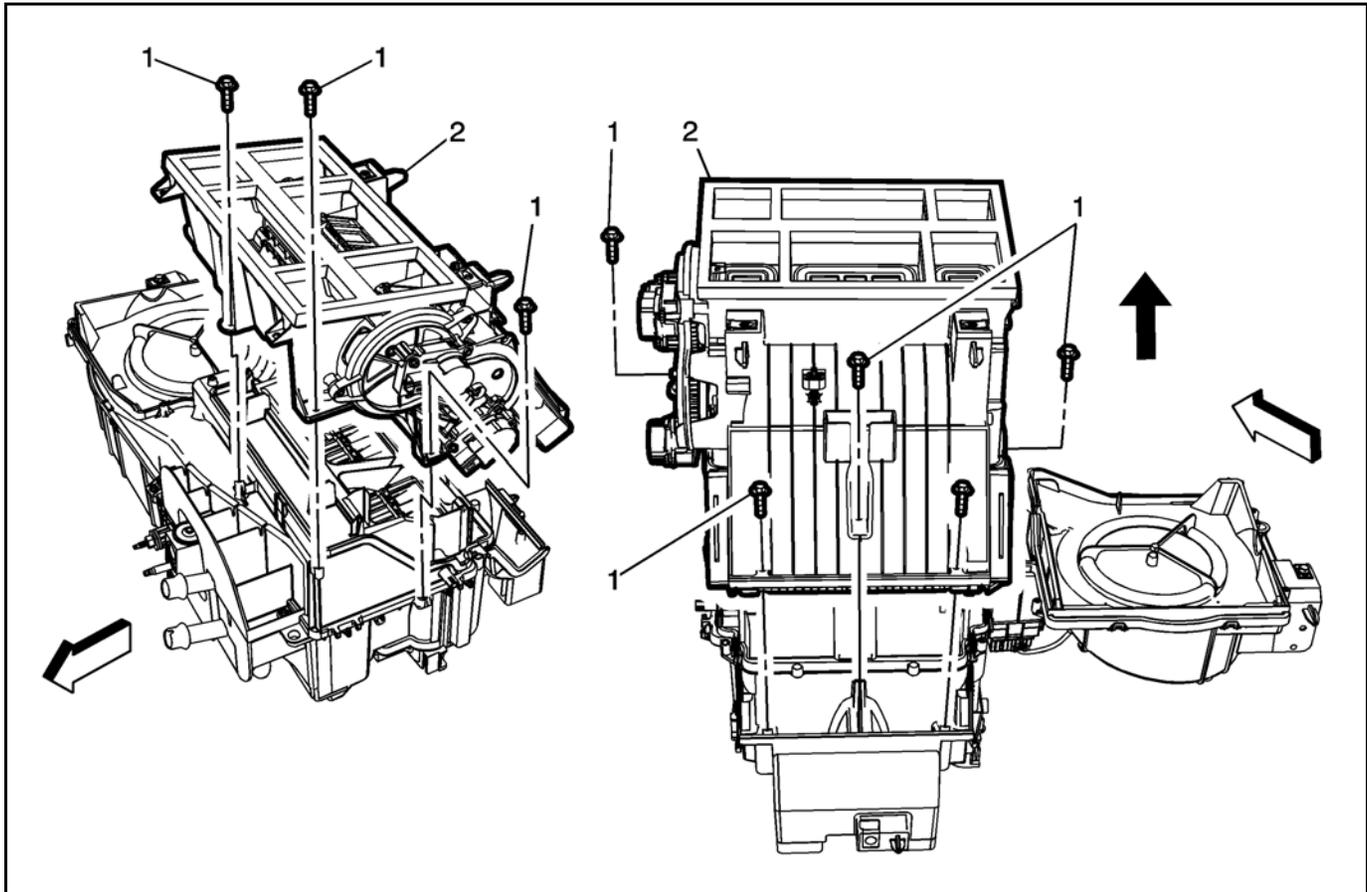
## TECHNICAL

**Subject: HVAC Temperature or Mode Control Inoperative**

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Trax	2017	2019	SOP	August 08, 2018	—	—
	Tracker	2018			August, 2018		

<b>Involved Region or Country</b>	North America, Brazil, Europe, Israel, Middle East, China, GM Korea Company, Malaysia, Uzbekistan
<b>Condition</b>	Some customers may comment on one or more of the following concerns: <ul style="list-style-type: none"> <li>• Temperature control inoperative</li> <li>• No heat</li> <li>• No defrost</li> </ul>
<b>Cause</b>	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.
<b>Correction</b>	<ol style="list-style-type: none"> <li>1. Check the temperature and mode cables operation as instructed in Service Bulletin 17-NA-113 (Document ID# 4694428).</li> </ol> <p>⇒ If the gear mesh is lost during adjustment, replace the air conditioning evaporator case.</p> <ol style="list-style-type: none"> <li>2. With the cable detached, verify that the mode and/or temp doors move freely.</li> </ol> <p>⇒ If the doors are sticking with the cables detached, replace the air conditioning evaporator case.</p> <p><b>Note:</b> When replacing the case, a new cable retention feature has been added to prevent kinking of the cable.</p>

**Service Procedure**



2772058

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

<b>Version</b>	4
<b>Modified</b>	Released January 28, 2019 February 11, 2019 – Added the 2019 Model Year and Breakpoint. April 09, 2019 – Added the Tracker model and South America to the Involved Region or Country section and added gasket kit to Parts Information section. December 22, 2020 - Add the 2017 Model Year to Trax and updated the Involved Region or Country 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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