Service Bulletin

Bulletin No.: 20-NA-024
Date: February, 2024

INFORMATION

Subject: Information on Vehicle Slow to Heat Up in Cold Ambient Temperatures

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore	2013	2022			1.2L, 1.3L, 1.4L, 1.8 (L3T, LIH, LLO, LUJ, LUV, LE2, 2HO, LUW, LWE)	
	Encore GX	2020	2024				
	Envista	2024	2024				
Chevrolet	Cruze	2011	2015				
	Cruze (VIN P)	2016	2016				
	Cruze (Gen II - VIN B)	2016	2019				
	Sonic	2012	2020				
	Spark	2013	2020				
	Trax	2013	2024				
	Trailblazer (VIN M)	2021	2024				

Involved Region or Country	North America
Condition	Some customers may comment in cold ambient temperatures on finding one or more of the following conditions: • The engine is slow to reach normal coolant operating temperatures as indicated by the engine coolant temperature gauge. • The air coming out of the heater outlet ducts is not warm enough for their personal preferences. • The vehicle is not warm when using the Remote Vehicle Start feature.
Cause	This condition may be caused by the energy efficient engines that these vehicles are equipped with. These engines may not generate the same amount of heat at idle that the customer may be accustomed to when compared to older less efficient engines. Additionally, depending on extreme cold ambient temperatures, a short drive cycle under light engine load may also not generate enough heat to reach normal engine coolant operating temperatures as indicated by the engine coolant temperature gauge and therefore insufficient heat from the heater outlet ducts.

Information	1. Perform the Diagnostic System Check - Vehicle. • If any DTCs are set, refer to Diagnostic Trouble Code (DTC) List - Vehicle in SI. • If no DTCs are set, go to Step 2. 2. Verify the coolant in the radiator surge tank is at the correct level. 3. For vehicles with manual heater control or automatic control in manual mode, instruct the customer that during extreme cold ambient temperatures to place the blower on medium (3) instead of high (6) during vehicle warm-up or remote start. **Note:** Automatic HVAC operated in Auto mode is already optimized for lower blower speed during engine warm-up. – This will result in warmer outlet temperatures sooner. When the blower is operated on high speed (6) with extreme low ambient temperatures, the heater core will pull more heat out of the coolant than the engine can produce at idle or low speed causing the engine and outlet temperature to be slower to warm up. 4. For Encore and Trax **ONLY**: Installing a Winter Grille Cover will help retain some engine heat. **Note:** Understand that heater benefit will be small using the Winter Grille Cover. ⇒ Refer to Service Bulletin Numbers 16-NA-405 (LUV) or 17-NA-221 (LE2) for more information. 5. DO NOT replace the engine coolant thermostat unless a DTC is set related to the thermostat, as the ECM monitors the thermostat each key cycle to ensure it is operating within design parameters. If there are no DTCs, the engine coolant level is correct, and the thermostat is diagnosed as operating correctly, then the comment of the engine is slow to reach normal coolant operating temperatures should be considered as a normal operating condition of these energy efficient engines in cold ambient temperatures. During a long descent or steep downhill grade, the engine may be in DFCO (Deceleration Fuel Cut Off) mode, which will not produce additional heat. However, in other driving situations, placing the engine in Manual Mode will slightly increase engine heat. To do this, place the shifter in “L" or “M", then use +/- on the shifter to perform a light engine brake to keep RPMs up above idle speeds.
Customer Information	Please communicate to the customer that this condition as described is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this bulletin.

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Parts Information

No parts are required for this repair.

Version	5
Modified	Released January 30, 2020 Revised February 11, 2020 – Removed previous step #4 (long descent or steep grade) from the Information section and added information at the end of the Information section. Revised February 12, 2021 – Added the Encore GX and Trailblazer Models, added the 2021 Model Year to Encore and updated the bulletin references in Step 4. Revised March 16, 2021 – Added Engine RPOs L3T and LIH. Revised January 30, 2024 - Added Envista Model and Added 2024 Model Year to Applicable Models.