



Service Bulletin

PRELIMINARY INFORMATION

Subject: HVAC Blows Cold Due To Low System Voltage

Models: 2010 - 2012 Chevrolet Equinox

2010 - 2012 GMC Terrain

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Customers may comment on the HVAC system will just start blowing cold air. This condition was found on the C68 auto HVAC system. Example: Customer set temperature to 76 degrees F and while driving the HVAC changes to cold and unable to increase temperature when moved to full hot. During diagnostic, no DTCs or possible B101E symptom 4B. The DTC B101E is set when a temperature or mode actuator has lost its learn position or out of range. This concern happens when the system voltage is low.

Recommendation/Instructions

Recent field cases found the cause to be low system battery voltage due to corrosion at the starter connections.

For vehicles that exhibit this condition and when the condition is present, use GDS and select "Remote Heater and Air Conditioning Module", select "HVAC System Data", and check the "Ignition Voltage." If voltage is less than 12 volts, inspect for signs of corrosion at the starter stud battery cable connections. Clean and recheck battery charging voltage.



Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
* N9701	Check Ignition Voltage and Clean Positive Battery Cable Terminal at Starter	0.3 hr

*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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