



# Service Bulletin

Bulletin No.: 20-NA-024

Date: February, 2020

## INFORMATION

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

**This bulletin replaces PI1166D. Please discard PI1166D.**

Brand:	Model:	Model Year:		VIN:		Engine: 1.2L, 1.4L or 1.8L Gas	Transmission:
		from	to	from	to		
Buick	Encore	2013	2020				
Chevrolet	Cruze	2011	2015			LLO, LUJ, LUV, LE2, 2HO, LUW, LWE	
	Cruze (VIN P)	2016	2016				
	Cruze (Gen II - VIN B)	2016	2019				
	Sonic	2012	2020				
	Spark	2013	2020				
	Trax						

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<p>Some customers may comment in cold ambient temperatures on finding one or more of the following conditions:</p> <ul style="list-style-type: none"> <li>• The engine is slow to reach normal coolant operating temperatures as indicated by the engine coolant temperature gauge.</li> <li>• The air coming out of the heater outlet ducts is not warm enough for their personal preferences.</li> <li>• The vehicle is not warm when using the Remote Vehicle Start feature.</li> </ul>
<b>Cause</b>	<p>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.</p>

<p><b>Information</b></p>	<ol style="list-style-type: none"> <li>1. Perform the Diagnostic System Check - Vehicle.             <ul style="list-style-type: none"> <li>• If any DTCs are set, refer to Diagnostic Trouble Code (DTC) List - Vehicle in SI.</li> <li>• If no DTCs are set, go to Step 2.</li> </ul> </li> <li>2. Verify the coolant in the radiator surge tank is at the correct level.</li> <li>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.             <p><b>Note:</b> Automatic HVAC operated in Auto mode is already optimized for lower blower speed during engine warm-up.</p> <ul style="list-style-type: none"> <li>– 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.</li> </ul> </li> <li>4. During a long descent or steep grade, the engine might be close to idle for an extended period of time.             <p>⇒ 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.</p> <p><b>Note:</b> Understand that heater benefit will be small using the Winter Grille Cover.</p> </li> <li>5. For Encore and Trax <b>ONLY:</b> Installing a Winter Grille Cover will help retain some engine heat.             <p>⇒ Refer to 16-NA-405 for more information.</p> </li> <li>6. 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.</li> </ol>
<p><b>Customer Information</b></p>	<p>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.</p>

**Parts Information**

No parts are required for this repair.

<p><b>Version</b></p>	<p>1</p>
<p><b>Modified</b></p>	<p>Released January 30, 2020</p>

