



Service Bulletin

PRELIMINARY INFORMATION

Subject: Air Conditioning (A/C) System Delivers Warm Air

Models: 2011-2012 Cadillac SRX
Built Prior to October 18, 2011

This PI is being revised to update the Recommendation/Instructions section. Please discard PI0588A.

Condition/Concern

Some customers may comment on one or more of the following conditions:

- The A/C system delivers warm air at all times.
- The air coming out of the dash vents is warmer on the driver's side than the passenger's side.
- The air flow coming from the dash vents is reduced.

This condition may be caused by moisture inside the A/C system degrading the desiccant. This degraded desiccant will restrict the filter in the receiver/dehydrator (dryer), causing the high pressure in the A/C system to drop.

Recommendation/Instructions

Use the following steps to diagnose and correct the condition.

1. Perform the Air Conditioning System Performance Test in SI. Utilize the GM Global Diagnostic System 2 (GDS 2) tool for data.
2. Determine if the system has the proper amount of refrigerant. Evacuate and recharge to the proper level. Evaluate performance referencing the above customer conditions.
3. Determine if both the HVAC system's temperature doors are traveling to full cold positions when the HVAC **temperature controls are** commanded to the **COLDEST** setting.
4. If the AC system delivers warmer air **from** the driver's side **vent** than the passenger side and the high side pressure is lower than expected, replace the receiver/**dehydrator** (dryer).

Note: A refrigerant flow restriction **in the receiver/dehydrator** is indicated by a lower than expected high side pressure readings.

Parts Information

Part Number	Description	Quantity
20968486	RECEIVER AND DEHYDRATOR ASM-A/C	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
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D3180	Receiver and Dehydrator Replacement	Use Published Labor Operation Time
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Keywords: HVAC, AC, No AC, No A/C

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 this information.



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