



# Service Bulletin

File in Section: -

Bulletin No.: PIE0238

Date: November, 2012

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Poor A/C Performance, A/C Not Cold Enough, Insufficient Cooling, Intermittent A/C or A/C Not Working

**Models:** 2012-2013 Chevrolet Equinox  
2012-2013 GMC Terrain

**Attention:** Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL – refer to Service Bulletin 04-00-89-053E for more details on the use of Engineering Information PIs.

### Condition

**Important:** If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment that the vehicle's A/C is not cooling or is not cold enough.

### Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

### Instructions

**Important:** DO NOT replace actuators, re-calibrate actuators or reprogram HVAC module prior to contacting engineering.

Perform published air conditioning (A/C) system diagnostics. If an actuator is not moving or you are unable to duplicate the customer concern or the system seems to be performing as designed, please contact one of the engineers listed below.

### Contact Information

Engineer Name	Phone Number
James Resutek	586-859-9509
Charles Ferrara	586-859-8858

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number
- Record any DTCs found as well as level of software update for vehicle (do not clear nor update)

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

## Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
D9792*	Engineering Information – Poor A/C Performance	0.5 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		