



Service Bulletin

File in Section: -

Bulletin No.: PIE0233

Date: September, 2012

PRELIMINARY INFORMATION

Subject: Engineering Information – Poor Air Conditioning (A/C) Performance

Models: 2012-2013 Chevrolet Sonic

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 air conditioning (A/C) system is not working, does not get cold enough or blows warm air. This condition may be intermittent.

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

Please follow diagnostic information in SI. If after complete diagnosis of the A/C system, you find the vehicle is performing as designed and the customer is not satisfied with the performance, please ask the customer for specifics about when the A/C performance is poor and their driving habits.

1. When is the A/C performance poor? all the time? idling? accelerating? driving in the city? driving on the highway?
2. What are your normal driving conditions? highway? city? short distance? long distance?
3. Was the air conditioning turned on (snowflake indicator light on) when the condition occurred?
4. Was it in recirculation mode (indicator light on) when the condition occurred?
5. How far into the drive did the condition occurred? was it right after start up? If into the drive - how far or how many minutes?
6. Can you describe the time of day and weather conditions? how hot? full sun? humidity level?
7. How was the A/C set at the time?
8. What was the previous vehicle you drove prior to the Sonic?

After you have gathered the above information from the customer, please contact one of the engineers listed below for further instructions.

Contact Information

Engineer Name	Phone Number
Sally Bottke	586-709-3481
Lynnea Bauman	248-310-1064

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

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
D9782*	Engineering Information – Poor Air Conditioning (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.		