



Service Bulletin

File in Section: -

Bulletin No.: PI0996

Date: June, 2013

PRELIMINARY INFORMATION

Subject: Poor A/C Performance, A/C Blows Warm Air, Different Air Temperature Between Right and Left Instrument Panel Outlets

Models: 2013 Buick Verano
2013 Cadillac SRX
2013 Chevrolet Cruze, Volt
Built Between January 14, 2013 and January 24, 2013

Condition/Concern

Some customers may comment on any of the following air conditioning (A/C) related concerns:

- Poor A/C Performance
- A/C Blows Warm Air
- Significant Difference in Air Temperature Between Right and Left Instrument Panel Outlets

These concerns may be caused by an internal partially restricted evaporator core.

Recommendation/Instructions

1. With the A/C on full cold and the blower on low, verify that the instrument panel outlet air flow is similar from both sides.
 - If the air flow is not similar, inspect for a restriction in the ducts.
 - If the air flow is similar, proceed to step 2.
2. Check the right and left side instrument panel air outlet temperatures. Compare the results.
 - If there is less than a 6°C (12°F) difference, this falls within the system specifications and should be considered normal.
 - If there is more than a 6°C (12°F) difference, proceed to step 3.
3. Recover the refrigerant. Refer to Refrigerant Recovery and Recharging in SI. Check the refrigerant charge. Refer to Refrigerant System Specifications in SI.

Note: Due to the variations in refrigerant recovery/recharge equipment, you may not be able to remove a full charge from the system. Any charge amount within 91 g (0.2 lb) is considered a full charge.

- If the refrigerant charge is more than 91 g (0.2 lb) low, refill the system with correct charge level and recheck air outlet temperatures.
- If the refrigerant charge is correct, replace the evaporator core.

Parts Information

Important: At this time, GM CCA has limited to no stock on a few parts. We are in the process of expediting and anticipate having sufficient stock available on all parts by early July 2013. Please do not order for dealer stock.

Part Number	Description	Qty
13363450	Evaporator Kit (Cruze)	1
13363449	Evaporator Kit (Verano)	1
20897793	Evaporator Kit (Volt)	1
22779793	Evaporator Kit (SRX)	1
11514519	Nut, Steering Column (Cruze and Verano)	4
11611451	Clip, Tether (Cruze)	2
11570576	Retainer, Windshield Garnish Molding (SRX)	2
11562568	Retainer, Windshield Garnish Molding (SRX)	2

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
4417169	A/C System Analysis	Use Published Labor Operation Time
4416510	Air Conditioning Evaporator Core Replacement	Use Published Labor Operation Time