GM Bulletin No.: 14450A
Date: November 2014

Service Bulletin

SERVICE UPDATE

SUBJECT: **Service Update for Inventory and Customer Vehicles**
Inspect Air Conditioning Refrigerant Warning Label and Adjust Refrigerant Charge
Expires with Base Warranty

MODELS: **2015 Cadillac Escalade and Escalade ESV Models**
2015 Chevrolet Suburban and Tahoe Models
2015 GMC Yukon and Yukon XL Models

This bulletin is being revised to include non-export vehicles. Please discard all copies of bulletin 14450.

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to inspect the air conditioning refrigerant warning label on **certain** 2015 Cadillac Escalade vehicles, 2015 Chevrolet Suburban and Tahoe vehicles, and 2015 GMC Yukon vehicles. If the label is incorrect, this bulletin provides a service procedure to replace the label, inspect the air conditioning refrigerant charge, and adjust the air conditioning refrigerant charge. In extremely high ambient temperatures, poor air conditioning performance may be experienced if the air conditioning system was overcharged at the assembly plant as a result of the incorrect label.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

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Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
23256364	LABEL- A/C REFRIG WRNG	1

SERVICE PROCEDURE

Example of Air Conditioning Refrigerant Warning Label with 0.92 kg Correctly Displayed



1. Open the hood and inspect the air conditioning (A/C) refrigerant warning label shown above to ensure that it is correct.
   - If the refrigerant charge is listed as 0.92 kg as shown above, the air conditioning (A/C) refrigerant warning label is correct and no further action is required.
   - If the refrigerant charge is NOT listed as 0.92 kg, it is incorrect. Proceed to step 2.

Warning: If the proper recovery and recharge procedure is not followed, the vehicle may come back with poor A/C performance. It is critical not to under-fill or over-fill the A/C system – the correct amount of 0.92 kg must be used to ensure proper performance. As always, it is important to ensure that the A/C machine is properly calibrated to ensure an accurate charge. Do not push the remaining A/C refrigerant into the system; once the A/C machine stops and displays that the correct charge has been obtained, simply remove the connections from the vehicle.

2. Completely recover the entire amount of original refrigerant from the air conditioning system and recharge it with the recovered refrigerant but exactly to the specified quantity of 0.92 kg only. Refer to *Refrigerant Recovery and Recharging (R-134a)* in SI.

3. Replace the incorrect air conditioning refrigerant warning label using the correct label described above.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9100736	Inspect Refrigerant Label Only – No Further Action Req'd	0.2
9100737	Replace Refrigerant Label & Recover/Recharge A/C System	0.5

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.

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GM CUSTOMER CARE AND AFTERSALES
DCS3434
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 05, 2014

Subject: 14450A – Service Update Bulletin
Inspect Air Conditioning Refrigerant Warning Label and Adjust Refrigerant Charge

Models: 2015 Cadillac Escalade, Escalade ESV; Chevrolet Suburban, Tahoe; GMC Yukon, Yukon XL

To: All Cadillac, Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, New Vehicle Sales Manager, and Warranty Administrator

General Motors is releasing Service Update Bulletin 14450A today. The total number of U.S. vehicles involved is approximately 113,500. Please see the attached bulletin for details.

Global Warranty Management (GWM)
The “Investigate Vehicle History” (IVH) screen will be updated November 6, 2014. A list of involved vehicles in dealer inventory is attached to this message.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES