



Service Bulletin

PRELIMINARY INFORMATION

Subject: Engineering Information – Poor A/C Performance

Models: 2014-2015 Buick Verano
2014-2015 Chevrolet Cruze

Attention: Proceed with this EI 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 the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment on poor A/C performance.

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

If you encounter a vehicle with the above concern, ask the customer the following questions and contact one of the engineers listed below:

- Does the concern happen at all HVAC settings, or a specific setting?
- Under what vehicle operating conditions does the concern occur?
- Where was the vehicle parked just before the customer experienced the concern? How long was it parked there?
- How long does the vehicle run with the HVAC operating before the customer drove the vehicle?
- Does the customer know how to get the maximum performance from the A/C system?

With all the information gathered, complete an A/C performance test and record all data found. Refer to Air Conditioning (A/C) System Performance Test in SI.

In addition gather the following information:

- If the A/C system was discharged or undercharged, did it hold a vacuum before it was refilled ?
 - If it did hold a vacuum, how much refrigerant was recovered from the depleted system?
 - If it did not hold a vacuum, what parts were replaced to correct the issue ?

Contact Information

Engineer Name	Phone Number
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Chuck Clayton	248-762-5280
Adam Freeman	248-836-8836

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
4480318*	Engineering Information – Poor A/C Performance Test and Engineering Call	0.6 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		

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 the information.



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