



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – A/C Inoperative or Poor Performance on Recent Built Vehicles

**Models:** 2015 Cadillac Escalade  
2015 Chevrolet Silverado 1500, Suburban, Tahoe  
2015 GMC Sierra 1500, Yukon

**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 the A/C not performing as intended or the A/C not performing at all. This may also be noticed during Pre-Delivery Inspection (PDI) of a vehicle.

Technicians may find no issue and recharge the A/C system.

**Important:** Do not recharge the A/C until the below information is verified.

### 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, follow the procedure below:

1. Verify that the vehicle build date is within 90 days of being built or that the vehicle has had warranty work during this period, and that there was No Trouble Found (NTF) with the A/C and is returning.
2. Before connecting gauges, verify that both charge port caps are attached and tight.
3. After removing charge port caps, inspect charge port seals for any damage or abnormalities.
4. Inspect charge port valves for signs of dye or bubbles.
5. Attach gauge to low port only.
6. Attach Scan Tool to DLC connector.
7. Check for DTCs.

**Important:** If any A/C related DTCs arise, this EI need not be followed further. Continue with normal diagnosis referring to SI.

8. Validate system charge on low side.

**Note:** Ambient temperature must be over 70°F and gauge pressure without compressor operation above 70 psi.

9. If 50 psi or below, recover and recharge.

10. If low, no charge, and no DTC after charge, attempt to locate the leak with electronic leak detector and document the following regarding the detector and Recovery Machine used:
  - Make/Model
  - SAE Spec
11. If no leak is found, activate the A/C system and run for 20 minutes.
12. After a 20 minute run time, shut down and inspect for refrigerant dye with approved UV light. Document the following regarding the UV light used:
  - Make
  - Type of light used

If a leak is found, document on the Repair Order (RO) and this EI need not be followed further. Continue with normal diagnosis referring to SI.

If system is charged, running, and no leak is found, contact one of the engineers listed below.

## Contact Information

Engineer Name	Phone Number
Jim Resutek	586-859-9509
Todd Irwin	248-978-7948

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
4480328*	Engineering Information – A/C Poor Performance and Diagnosis	1.2 hrs

\*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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