



Service Bulletin

PRELIMINARY INFORMATION

Subject: Engineering Information – Poor A/C Performance, A/C Not Cold Enough, Insufficient Cooling, A/C Not Working

Models: 2014-2015 Chevrolet Impala (VIN 1)

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 the latest version of Service Bulletin 04-00-89-053 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.

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, please record the following information and contact one of the engineers listed below for further instructions. Do not attempt any repairs prior to calling.

- Are the service port caps present? are they tight?
- Was a leak test performed? If so, what was the result?
- Any DTCs stored?
- Record low and high side pressure readings.
- Record outside ambient temperature and center panel outlet air temperature.
- Record recovered refrigerant amount.
- Record HVAC software version.
- Record temperature actuator count readings at full cold, air inlet count readings at recirc, OAT readings, EAT readings, engine cooling fan readings, and coolant temp readings.

Contact Information

Engineer Name	Phone Number
George Szegedy	248-836-7858

Anthony May

248-228-7738

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
4480208*	Engineering Information – Poor 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.

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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