



# Service Bulletin

## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
AC Compressor Failure  
Expires with Base Warranty

**MODELS:** 2015-2016 Buick Verano

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, and if necessary, replace the air conditioning compressor on **certain** 2015 model year Buick Verano vehicles. These vehicles may have low refrigerant, which could cause the vehicle's air conditioning to be unavailable.

**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.

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.

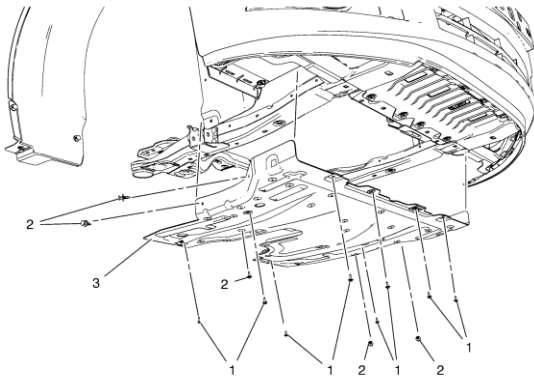
## PART INFORMATION

Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCCA). 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
13414021	Compressor, Air Conditioning	1 (If Req'd)

## SERVICE PROCEDURE

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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2. Remove the front compartment insulator. Refer to *Front Compartment Insulator Replacement* in SI.
3. Locate the air conditioning compressor.



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**Photograph View: Side and bottom of the air conditioning compressor. Vehicle is on a hoist and the front compartment insulator is removed.**

4. Locate the Julian date (1) on the air conditioning compressor.

**Note:** A flashlight and one of the following tools may be required to determine the Julian date: mirror, magnifying glass, or borescope.

5. Determine the Julian date.

- If the Julian date on the air conditioning compressor does NOT have a Julian date between 271 and 285, no further action is required. Install the front compartment insulator. Refer to *Front Compartment Insulator Replacement* in SI. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
- If the Julian date on the air conditioning compressor does have a Julian date between 271 and 285, replace the air conditioning compressor. Proceed to step 6.

6. Remove the air conditioning compressor. Refer to *Air Conditioning Compressor Replacement* in SI.

7. Install a new air conditioning compressor. Refer to *Air Conditioning Compressor Replacement* in SI.

#### 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
9101696	Inspect Air Conditioning Compressor - No Further Action Required	0.4
9101697	Air Conditioning Compressor Replacement (inc. inspect) Add: To Recover and Recharge R-134a A/C System	1.2 0.3

#### 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 CUSTOMER CARE AND AFTERSALES  
DCS3751  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 18, 2015

Subject: 15598 – Service Update Bulletin  
AC Compressor Failure

Models: 2015-2016 Buick Verano

To: All Buick Dealers

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

General Motors is releasing Service Update Bulletin 15598 today. The total number of U.S. vehicles involved is approximately 2,400. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The “Investigate Vehicle History” (IVH) screen will be updated at the end of August. A list of involved vehicles in dealer inventory is attached to this message.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES