



Service Bulletin

INFORMATION

Subject: Engineering Information – A/C Not Cooling Sufficiently or Blowing Warm Air

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.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2015	2017			All	All
Chevrolet	Suburban Tahoe	2015	2017			All	All
GMC	Yukon Models	2015	2017			All	All

Involved Region or Country	North America
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 A/C is not cooling sufficiently, or is blowing 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.

Correction

If you encounter a vehicle with the above concern, perform a leak test. Refer to *Leak Testing (Doc ID: 3953966)* in SI.

If diagnosis leads to a refrigerant leak at the rear line to rear TXV joint, contact one of the engineers listed below **PRIOR** to attempting any repairs. Please do Not touch the joint.

Please be prepared to measure torque if directed by engineering.

Please be prepared to take pictures similar to the ones shown below if directed by engineering.



Contact Information

Engineer Name	Phone Number
Derik Feldpausch	586-612-6431
Gabrial Fernandez Davila	586-922-3586

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
4480538*	Engineering Information – A/C Not Cooling Sufficiently or Blowing Warm Air	0.5 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.

Version	1
Modified	

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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