

Subject: Engineering Information – A/C Inoperative and/or Abnormal Noises When A/C is Turned On

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		
Chevrolet	Cruze (VIN B)	2016	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 system is not cooling and/or abnormal noises when A/C is turned on.
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 and SI diagnosis leads to a concern with the air conditioning compressor, complete the following steps:

1. Ask the customer how the issue was noticed, and if vehicle was usually parked outside or in a garage.
2. Record amount of refrigerant removed from system if possible.
3. Remove the compressor from the vehicle. Refer to *Air Conditioning Compressor Replacement* in SI.
4. Remove the oil plug on the compressor. Drain oil from drain hole (where oil plug was removed) and ports (where A/C plumbing is attached). Record amount of oil drained from the claimed compressor.
Note: Inspect oil color and cleanness of oil. If oil is black and contain large metal debris, system needs to be flushed before installing new compressor. Refer to the Heating, Ventilation and Air Conditioning "Flushing" procedure in SI.
5. Contact the engineer with findings.

Important: Engineer may request parts to be shipped back via the normal warranty process for further analysis.

Contact Information

Engineer Name	Phone Number
MaryJo VandenBrink	734-564-4793

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
4480578*	Engineering Information — A/C Inoperative and/or Abnormal Noises When A/C is Turned On (Engineering Call Only)	0.4 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		