



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-385

Date: October, 2017

TECHNICAL

Subject: Air Conditioning Does Not Blow Cold

Brand:	Model:	Model Year:		VIN: Breakpoint		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Express	2016	2017	SOP	H1341084	Gasoline Only	
GMC	Savana						

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPO)	HVAC SYSTEM-AIR CONDITIONER FRT, MAN CONTROLS and HVAC SYSTEM RR-AIR CONDITIONER (RPOs C60, C69)
Condition	Some customers may comment that the air conditioning does not blow cold.
Cause	This condition may be caused by the following: <ul style="list-style-type: none"> The high side pressure cut off calibration set to high, which may allow the high side pressure relief to open before the compressor clutch is disabled. This will cause a low refrigerant condition. Excessive a/c compressor clutch off time during compressor cycling.
Correction	An updated ECM calibration has been released to correct these concerns. Note: If the a/c compressor high side relief has opened, check the refrigerant charge.

Service Procedure

Note: Technicians need to follow the SI diagnostic procedures first before any reprogramming is done.

Reprogram the engine control module (ECM) with the latest calibrations available on TIS2WEB. Refer to *Engine Control Module Reprogramming with SPS* in SI.

Important: Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install the EL-49642 SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810075	Engine Control Module Reprogramming with SPS	Use Published Labor Operation Time

Version	3
Modified	September 28, 2017 – Updated the model year, VIN breakpoint and notifying dealers that this is a new calibration. October 16, 2017 – Updated to include 2016 model year.

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.



WE SUPPORT VOLUNTARY
TECHNICIAN
CERTIFICATION