

Special Coverage Adjustment

17336 Air Conditioning Condenser (Combi-Cooler) Refrigerant Leak



Reference Number: N162080780

Release Date: July 2018

Revision: 04

Revision Description: This bulletin has been revised to include a labor time increase in the warranty information section and to remove the locally obtained parts information in the parts section. Please discard all copies of 17336-03.

Attention: This special coverage applies ONLY to refrigerant leaks as fully described within the below service procedure. This special coverage ONLY applies to vehicles explicitly identified in the GM Vehicle Information System. Note that; transmission fluid/oil leaks at any location upon/in the combinational cooler, refrigerant leaks caused by; collision, stone/rock impingement, road debris, etc. are NOT covered by this special coverage program.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2015	2017		
	Escalade ESV				
Chevrolet	Suburban				
	Tahoe				
GMC	Yukon				
	Yukon XL				

Involved vehicles are identified on the Applicable Warranties section in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	On some 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL vehicles, may have a condition where thermal cycling on the combination transmission fluid/oil and AC condenser cooler creates a crack that may allow refrigerant to escape. This condition consequently may deactivate the AC system which may cause potential customer annoyance.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 5 years or 60,000 miles (100,000 km) for Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL and 6 years or 72,000 miles (116,000 km) for Cadillac Escalade and Escalade ESV, whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after October 6, 2017, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to October 6, 2017, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
Correction	Dealers are to inspect the air conditioning condenser and replace if necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Air Conditioning Condenser	84211191
Use Specified Amount in SI	Air Conditioning Refrigerant (R-134A)	12356150 (US) 10953485 (Canada)
Use Specified Amount in SI	Air Conditioning Refrigerant (R-1234YF)	19260234 (US) 19260235 (Canada)

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Use Specified Amount in SI	Air Conditioning Compressor Oil (For Use With R-134A)	88901445 (US) 88900060 (Canada)
Use Specified Amount in SI	Air Conditioning Compressor Oil (For Use With R-1234YF)	19354657 (US) 19354658 (Canada)
1 (If Required)	Air Conditioning Condenser Shield Assembly	84375798
1 (Will Service 4 Vehicles)	Automatic Transmission Fluid (Dexron HP ATF)	19355656 (US) 19353430 (Canada)
1 (Will Service 4 Vehicles)	Automatic Transmission Fluid (Dexron VI ATF)	88864060 (US) 19264717 (Canada)
1	A/C Compressor & Condenser hose seal (16MM OD x 8MM ID)	52477087
1	A/C Compressor & Condenser hose seal (19MM OD x 11MM ID)	52474373

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Air Conditioning Refrigerant and Air Conditioning Compressor Oil to order.

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. Order parts on a CSO = Customer Special Order only. DRO’s may be cancelled. All orders will be reviewed prior to being filled. Parts may have quantity limiters in effect.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900496	Diagnostic Time Only – No Repair Required	0.2	ZREG	N/A
9900497	Air Conditioning Condenser Replacement Chevrolet Tahoe and Suburban Cadillac Escalade GMC Yukon ADD: Evacuate and Recharge with R134A Evacuate and Recharge with R1234YF	3.2* 2.6* 3.0* 0.3 1.2	ZREG	N/A
9900498	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	**
9900499	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	***

* The labor time includes air conditioning system leak testing, air conditioning condenser replacement, patch installation (if necessary), and transmission fluid auxiliary cooler pre-fill.

** For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

*** Submit \$10.00 administrative allowance in Net/Admin Allowance.

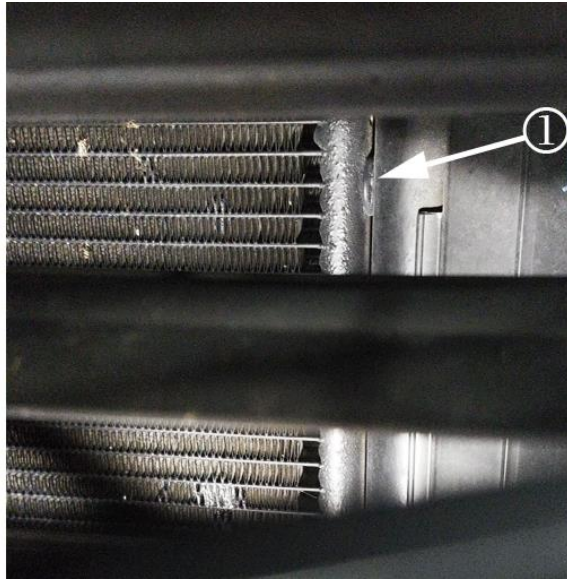
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Service Procedure

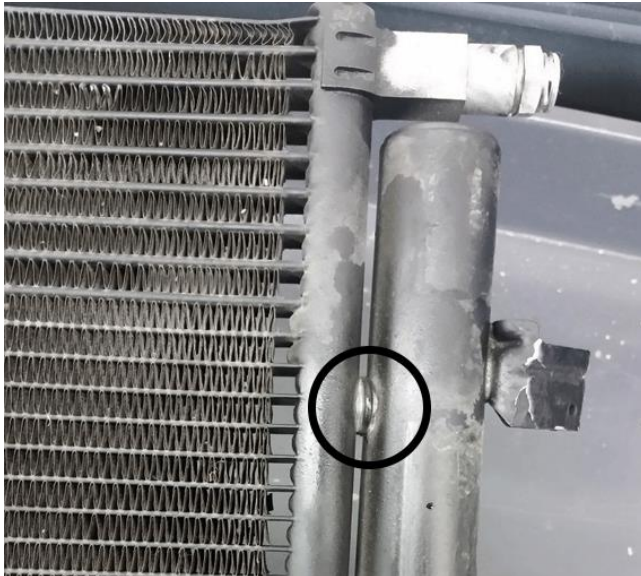
Note: This special coverage ONLY covers an air conditioning condenser refrigerant leak at the coupler as specified below.



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Cadillac Escalade shown. Other models are similar.

1. Locate the coupler (1) on the air conditioning condenser by looking through the identified area of the radiator grille.



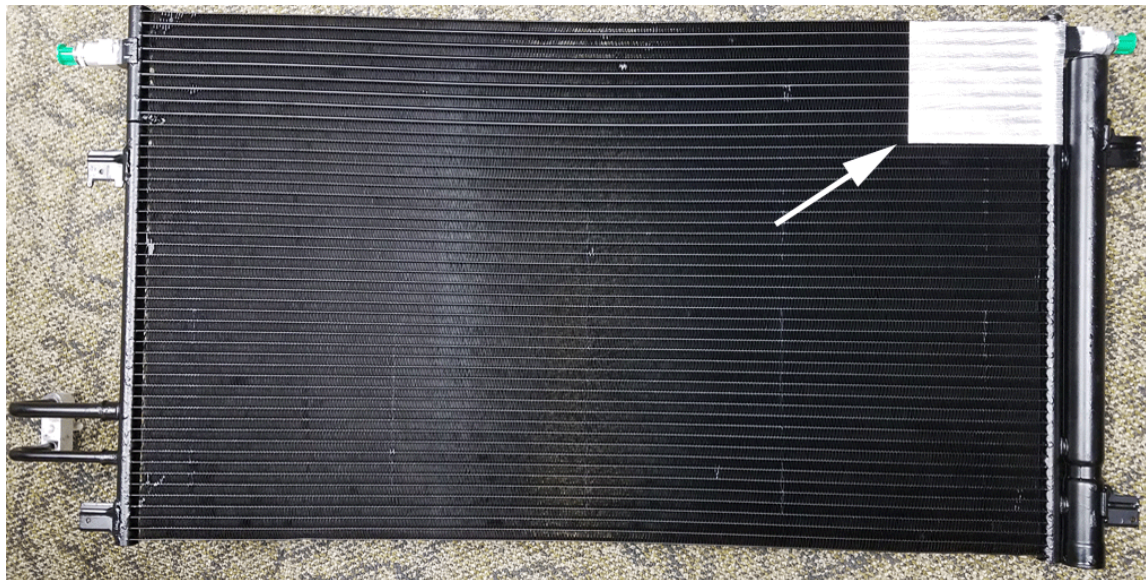
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Note: General Motors vehicles are manufactured with fluorescent dye installed in the A/C refrigerant system.

2. Verify the air conditioning condenser is leaking in the specific area identified above. Refer to the appropriate diagnostic information in SI.
 - If the air conditioning condenser is NOT leaking in the specific area identified above, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
 - If the air conditioning condenser is leaking in the specific area identified above, proceed to the next step.
3. Remove the air conditioning condenser. Refer to *Air Conditioning Condenser Replacement* or *Air Conditioning Condenser Replacement (L83 L86)* in SI.

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4. Verify if an air conditioning condenser shield assembly is installed on the NEW air conditioning condenser as shown above.
 - If an air conditioning condenser shield assembly is installed, proceed to the next step.



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- If an air conditioning condenser shield assembly is NOT installed, install the air conditioning condenser shield assembly as shown in the picture above.
5. Remove one of the plugs from the transmission fluid auxiliary cooler fitting.
 6. Fill the transmission fluid auxiliary cooler full of transmission fluid.
 7. Install the plug back into the transmission fluid auxiliary cooler fitting.
 8. Install the NEW air conditioning condenser. Refer to *Air Conditioning Condenser Replacement* or *Air Conditioning Condenser Replacement (L83 L86)* in SI.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for Customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

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Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by November 30, 2018. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

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November 2017

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL vehicles, may have a condition where thermal cycling on the combination transmission fluid/oil and AC condenser cooler creates a crack that may allow refrigerant to escape. This condition consequently may deactivate the AC system which may cause potential customer annoyance.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL within 5 years or 60,000 miles (100,000 km) for Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL and 6 years or 72,000 miles (116,000 km) for Cadillac Escalade and Escalade ESV, whichever occurs first, from the date the vehicle was originally placed in service, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by November 30, 2018, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
17336

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4816
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 8, 2018

Subject: 17336-04 - Special Coverage
Air Conditioning Condenser (Combi-Cooler) Refrigerant Leak
Labor Time Revised

Models: 2015-2017 Cadillac Escalade, Escalade ESV
2015-2017 Chevrolet Suburban, Tahoe
2015-2017 GMC Yukon, Yukon XL

To: All General Motors Dealers

This bulletin has been updated to reflect a required labor time change. Specifically, the time needed to evacuate and recharge R1234YF refrigerant when replacing a "Combi-Cooler" has been increased from 0.5 to 1.2 hours. This change is consistent with the published warranty labor time, which was recently adjusted by the Global Labor Time Group. Please see the attached bulletin for details and discard all copies of 17336-03.

Additionally, it has come to our attention that some customers have been charged for this repair, even though their vehicle is clearly identified as being involved in the special coverage. Even if inadvertent, such errors can certainly diminish customer satisfaction and may negatively impact the likelihood of any future service events. Therefore, it is imperative that all Service Advisors routinely check the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system during the service write-up process.

Remember that a special coverage extends the vehicle's warranty so that a specific component failure can be repaired at no charge to the customer should it occur in the future. Accordingly, all special coverages that are pertinent to a particular vehicle can be found under "Applicable Warranties" and not "Required Field Actions" on the IVH screen in the GWM system.

Any questions about this product field action should be directed to your District Manager – Aftersales (DMA).

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS