



# Service Bulletin

Bulletin No.: 19-NA-177

Date: September, 2019

## INFORMATION

### Subject: Lack of A/C Performance, Evaporator Freeze Up

This bulletin replaces PIT5625B. Please discard PIT5625B

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Colorado	2017	2020			All	All
GMC	Canyon	2017	2020				

Involved Region or Country	North America, N.A. Export Regions
Additional Options (RPOs)	
Condition	Some customers may comment on a lack of cold air along with lack of air flow from A/C vents.
Cause	The cause of the condition may be the A/C system being used on the coldest setting with the blower on the lowest speed setting. This can happen in climates with a high ambient temperature, 85 degrees F (29 C) or above and humidity over 80%. Highest affected regions are around the Gulf of Mexico.
Correction	<p><b>Note:</b> Technicians need to follow the SI A/C Performance diagnostic procedures first BEFORE any reprogramming is attempted.</p> <p>Follow normal A/C performance diagnosis in SI.</p> <p>If the condition is not corrected, a Service Only calibration change has been released in TIS2WEB to correct this specific concern.</p> <p><b>Note:</b> Because this only could affect a small set of customers and would be region specific, this will be a unique calibration <b>referenced with this bulletin number</b>. The original A/C system calibration will still be available in TIS2WEB.</p>

### Service Procedure

**Note:** Use of this calibration should be accompanied with an explanation that an increase in the temperature cycling of the system will be noted. The air output at the vents will vary by a couple degrees up or down, as it cools the cabin and is most notable when the outside temperature and the set point of the system are similar.

Reprogram the H33 HVAC control module, with the calibration available on TIS2WEB with the SPS description:

**“Refer to TSB #19-NA-177 – Special Use Only. To reduce evaporator freeze-up in hot, extreme humid environments, such as gulf coast states. Not to be used in any other condition or environment due to some negative effects on cabin comfort.”**

Refer to HVAC Control Module Reprogramming with SPS in SI.

**Note:** Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to for further information. 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.

### Parts Information

No parts are required for this repair.

## Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
*2886418	HVAC Control Module Reprogramming with SPS for Colorado and Canyon	0.3 hr

\*This is a unique Labor Operation for Bulletin use only.

\*To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS

### Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	2
Modified	Released August 15, 2019 Revised August 29, 2019 – Added 2020 Model Year

