

# Service Bulletin

# TECHNICAL

### Subject: Air Conditioning Blows Cold then Warm, Intermittently

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
Branu.	woder.	from	to	from	to		
Chevrolet	Express	2017	2019			LWN	All
GMC	Savana	2017	2019			LVVIN	All

Involved Region or Country	North America, N.A. Export Regions	
Additional Options (RPOs)		
Condition	Some customers, <b>particularly in hot ambient temperatures</b> , may comment that the air conditioning changes intermittently, from blowing cold to blowing warm air.	
Cause	The cause of the condition may a software anomaly.	
Correction	<b>Note:</b> An updated software calibration has been released to reduce compressor off time cycling.	
	If all normal AC diagnostics have been completed with no issue found, reprogram the ECM, following the steps in the Service Procedure below.	

# **Service Procedure**

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- 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 <u>www.gmdesolutions.com</u> 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.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/ Maintenance (I/M) system status indicators to NO.

Seat Memo	ry Co	ntrol Module -	Driver	Summary
Controller	Id	Current #	Selected #	Description
(40D	1	13526434	13526434	Operating system
	2	84523953	84523953	Driver Seat Module
			Servic	e Programming System X

**Note:** If the Same Calibration/Software Warning is noted on the SPS Summary screen, record the warranty claim code (WCC) and select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin

1. Reprogram the Engine Control Module. Refer to *K20 Engine Control Module: Programming and Setup,* in SI. 🗿 Service Programming System

JBOHPass Thru: Final Instructions



Artion Complete dist Massey Convi Metals - Driver - Programming (SHD) 2018-10-05 12 (2018) 2DT
Warmany China Code: advantation Decent that code as the warmaty repair order (of applicable).
Important Networksmarkst The Warmany Chain code is a majorist is confirm programming has been completed. Seconder or maxing Warmany Chain Codes may result is reporting of earnary chain. Warmany chain order for pice VINT serviced may be protected through "Sectings" at NM start page. Fidew the Controller Specific Sector base before.
If there are no Controller Epochic Indexections, turn-ignition off the 20 seconds to react the controller:

NOVAL Channy D7Ds will man mineral landsty data limas då sockeders on like Data Datas Concenter corrently in son More your interface in my additional Auditary Data Concention on the relativity does D7Ds limas other

tory Controller Specific Instructions (to be respected):

contriders. When fainheit, return the interface to the Data Lask Connector

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2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

## **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			
2886428*	Engine Control Module Reprogramming with SPS for AC Repair	0.3 hr			
*This is a unique Labor Operation for Bulletin use only.					
<ul> <li>* To avoid warranty transaction rejections, carefully read and follow the instructions below:</li> <li>The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.</li> </ul>					
<ul> <li>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.</li> </ul>					

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#### 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	1
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GM bulletins are intended for use by professional technicians, NOT a "<u>do-it-yourselfer</u>". 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, <u>DO NOT</u> 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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