



Service Bulletin

Bulletin No.: 19-NA-231

Date: October, 2019

INFORMATION

Subject: Information on Low A/C Charge and No Leak Detected on Trucks with Low Mileage

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 2500HD/ 3500HD	2020	2020				
	Silverado 4500HD, 5500HD and 6500HD						
GMC	Sierra 2500HD/ 3500HD						

Involved Region or Country	North America, Middle East and Israel
Condition	Some customers may comment that the A/C blows warm air.
Cause	<p>This condition may be caused by low refrigerant charge.</p> <p>⇒ No leaks may be detected when checked with a Leak Detection Lamp or Electronic Leak Detector.</p> <p>Note: SI indicates that all General Motors Vehicles have fluorescent dye installed from the factory. The dye that is installed is in the form of a pellet and may take about 30 minutes of continuous operation to dissolve and disperse throughout the system. If the vehicle has a small leak and the vehicle has been sitting for extended periods prior shipping to the dealer or customer, the pellet may not have dispersed through the system and will not be found when testing with a Leak Detection Lamp.</p>
Correction	<p>Important: Engineering is trying to determine if the system has a slow leak through the Low Side Port. Do Not disturb that schrader valve until after the system has a partial charge and has been checked for leaks.</p> <p>Evacuate the system through the high side and note the amount of refrigerant on the job card that was removed. Pull the system into a vacuum and note any decay. Add the Appropriate Dye and charge the AC system through the high side port while monitoring the low side port with a leak detector. Refer to <i>Leak Testing</i> in SI for further diagnostics.</p> <p>⇒ If no leak is found then release the vehicle to the customer.</p>

Information

Engineering is looking into the low charge with no leak issue. They are trying to determine if it is a poor fill at the plant or a slow leak that can't be detected.

Version	1
Modified	Released October 16, 2019

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.



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