



Service Bulletin

Bulletin No.: 20-NA-224

Date: December, 2020

TECHNICAL

Subject: Air Conditioning Blows Warm Air and/or Does Not Get Cold

Brand:	Model:	Model Year:		Breakpoint Date:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2018	2020	July	Present	All	All
Chevrolet	Malibu			01, 2019			

Involved Region or Country	North America, Europe, Russia, Middle East, Israel, Palestine
Condition	Some customers may comment that the air conditioning (A/C) is blowing warm air and/or does not get cold.
Cause	This condition may be caused by an A/C compressor failure due to a combination of low refrigerant and/or PAG oil.
Correction	Prior to replacement of the A/C compressor, perform the following Service Procedure.

Service Procedure

1. Confirm that the A/C compressor is seized.



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- 1.1. Check the A/C compressor housings for signs of cracks (XT4 and Malibu) as shown in the picture above.



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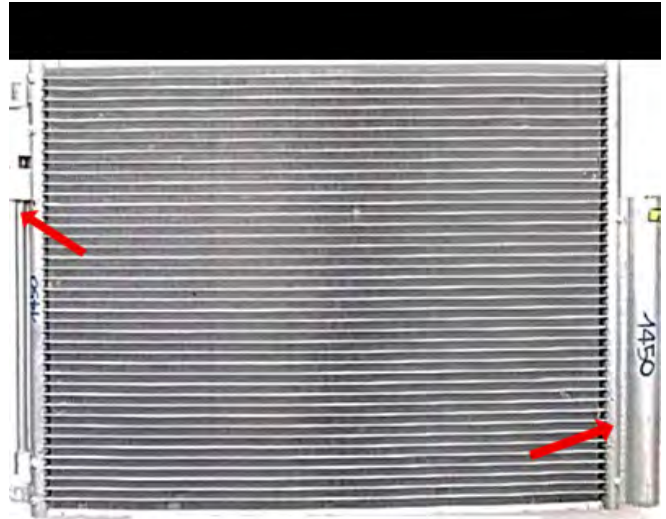
- 1.2. Check the clutch hub for signs of the rubber being torn/separated (1) (Malibu ONLY (RPOs LFV, LTG)) and/or signs of melted rubber (2) (XT4 and Malibu (RPO L3T)) shown in the pictures above.
- 1.3. Attempt to manually rotate the hub/shaft near the center bolt. If the hub/shaft rotates freely and there are no signs of cracks or damage to the hub, proceed to step 2.
- 1.4. If the hub/shaft does not rotate or the compressor is seized, replace the A/C compressor and oil balancing then proceed to step 2. Refer to *Air Conditioning Compressor Replacement* and *Air Conditioning Compressor Oil Balancing* in SI.

2. Inspect the A/C system for leaks.



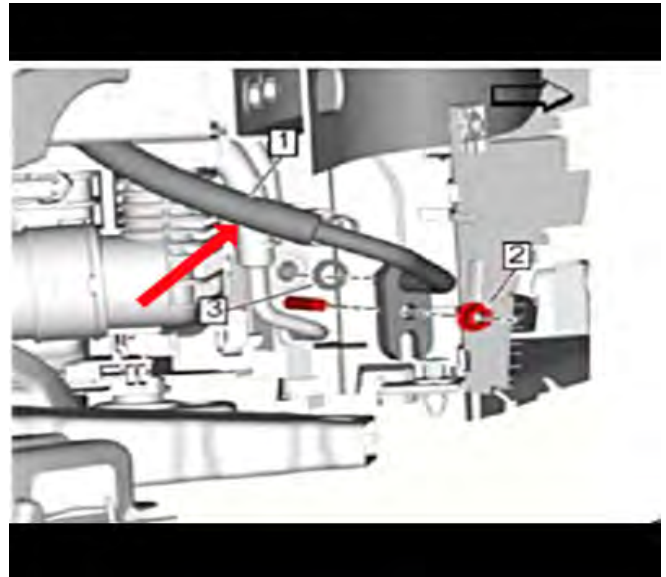
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- 2.1. Inspect the Internal Heat Exchanger (IHX) welds for signs of cracks (XT4 and Malibu) as shown in the picture above.



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- 2.2. Inspect the condenser, including the receiver and dehydrator cap, and also inspect for any signs of brazed joints and connections (XT4 and Malibu) as shown in the picture above.



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- 2.3. Inspect the A/C compressor hose to see if the hose is rubbing against the fan shroud and exhaust manifold (Malibu ONLY) as shown in the picture above.
- 2.4. If leaks are not found at these areas, continue leak testing the rest of the A/C system. Refer to *Leak Testing (R-1234yf)* diagnostic found in the HVAC section in SI.

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
4486098*	A/C System Leak Detection for Compressor Seize	0.5 hr
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released December 10, 2020

