

**Subject:** Engineering Information - A/C Does Not Cool the Vehicle Cabin and/or A/C Air Not Cold From the Vent

**Attention:** Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

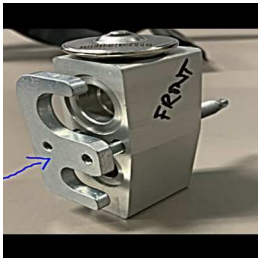
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2021	2021	-	-	-	-
Cadillac	XT5						
	XT6						
Chevrolet	Blazer						
	Traverse						

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on A/C not cooling the vehicle cabin and/or the A/C air is not cold coming from the vent.
<b>Cause</b>	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

## Correction

If you encounter a vehicle with the above concern, perform the following steps and contact the engineer listed below with your findings.

1. Verify that the Air Condition System does have a leak at the Thermal Expansion Valve to Tube assembly joint using an ultraviolet light while wearing UV protection glasses.  
**Note:** All the work is within the engine compartment.
2. Remove / Reclaim the refrigerant from the AC system. Refer to *Refrigerant Recovery and Recharging* in SI.
3. Remove the Inline Heat Exchanger (IHx) tube assembly.
4. Remove the 3/4 inch diameter and 3/8 inch seals.
5. Remove the Thermal Expansion Valve (TXV) that is secured by the two fasteners.



**Important:** Be careful not to remove or push the e-shaped bracket, shown in the picture above, into the passenger compartment.

6. Send all four parts to the GM Warranty Center: Attn: Jimmy McGowan
7. Contact the engineer listed below.

## Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

## Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
4486138*	Engineering Information - A/C Does Not Cool the Vehicle Cabin	0.3 hr
* This is a unique labor operation for bulletin use only.		

Version	1
Modified	Released May 18, 2021