

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.

This EI has been revised to remove XT5, XT6 and Blazer also update the Correction and Warranty Information. Please discard PIE0633.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2021	2021	-	-	-	-
Chevrolet	Traverse						

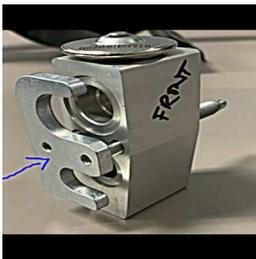
Involved Region or Country	North America
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on A/C not cooling the vehicle cabin and/or the A/C air is not cold coming from the vent.
Cause	GM Engineering is attempting 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 conditioning system has a leak at the Thermal Expansion Valve (TXV) to the Air Conditioning Refrigerant Heat Exchanger joint using an ultraviolet light while wearing UV protection glasses.
 - 1.1. If a leak is confirmed at the TXV, contact the engineer listed below.

Note: All the work is within the engine compartment.
 - 1.2. If no leak is identified at the TXV, then PIE0633 does not apply and proceed using SI diagnostics.
2. Remove / Reclaim the refrigerant from the AC system. Refer to *Refrigerant Recovery and Recharging* in SI.
3. Remove the Air Conditioning Refrigerant Heat Exchanger.
4. Remove the 3/4 inch diameter and 3/8 inch thermal expansion seals.
5. Remove the 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. Replace the parts removed in the reverse order from steps 3-5.
7. Use of the EI specific labor operation will start the Warranty Part Return process for the replaced parts.

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name and phone number
- Dealer name
- 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 the 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	2.0 hr
Add	Refrigerant Recovery/Recharge (1234yf)	1.2 hr

Version	2
Modified	Released May 18, 2021 Revised June 30, 2021 – Revised to remove XT5, XT6 and Blazer also updated the Correction and Warranty Information.