



Service Bulletin

Bulletin No.: 18-NA-162

Date: January, 2024

TECHNICAL

Subject: A/C Not Cooling, A/C System Low or Empty of Refrigerant

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2018	2024	—	—	—	—
GMC	Terrain		2020				
Holden	Equinox						

Involved Region or Country	United States, Canada, Mexico, Middle East, Israel, Brazil, Chile, Ecuador, Paraguay, Uruguay, Venezuela, Korea, Australia/New Zealand, Egypt, Africa
Condition	Some customers may comment on the A/C not cooling. Technicians may find the A/C system is low or empty of refrigerant.
Cause	This condition may be caused by A/C refrigerant leaking from the A/C condenser plug.
Correction	<p>Perform an A/C system leak test to verify that the leak is coming from the A/C receiver and dehydrator plug. Refer to <i>Leak Testing (Fluorescent Dye Method)</i> in SI.</p> <p>If there is a leak coming from the A/C receiver and dehydrator plug, replace the plug. Refer to <i>Air Conditioning Refrigerant Desiccant Replacement</i> in SI.</p> <ul style="list-style-type: none"> • If refrigerant has been validated to be coming from the tank, replace the plug using a desiccant kit. • If no signs of leaking have been found, refer to SI for further diagnostics. <p>Important: DO NOT open the A/C system until the replacement part is at the dealer.</p> <p>Caution: Air Conditioning (A/C) desiccant must be replaced if the A/C refrigerant system has been open to atmosphere for more than four hours, or if the A/C refrigerant oil has been contaminated. Failure to replace the A/C desiccant will result in damage to the A/C refrigerant system.</p> <p>Important: When replacing the A/C receiver and dehydrator plug, apply a light coating of poly-alkylene glycol (PAG) oil to the O-rings prior to installing the plug into the condenser.</p>

Parts Information

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Important: DO NOT order for stock. Only order kits for known leaking vehicles. Due to limited availability, we wish to maximize inventory at CCA.

Causal Part	Description	Part Number	Qty
X	RECEIVER & DEHYDRATOR KIT-A/C	84555537*	1
*For all open return requests, technicians need to return the old plug for further analysis.			

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
4416110	Receiver and Dehydrator Replacement	Use Published Labor Operation Time

Version	6
Modified	<p>Released July 10, 2018</p> <p>Revised December 12, 2018 – Added breakpoint.</p> <p>Revised September 11, 2019 – Added the Holden Equinox, removed the Breakpoint information, updated the Involved Region or Country and Correction, removed the Service Procedure section and updated the Parts and Warranty Information.</p> <p>Revised August 10, 2020 – Revised to add 2020 Model Year Holden Equinox and 2020–2021 Model Years Equinox/Terrain.</p> <p>Revised June 23, 2021 – Revised the Involved Region or Country and the Correction.</p> <p>Revised January 17, 2024 - Removed Model Year 2021-2022 Holden Equinox, Added Model Year 2023-2024 Equinox/Terrain and Added Important statement under Part Information.</p>

