

**Subject:** Engineering Information - Request for Pictures On Refrigerant Leak Issues at A/C Evaporator Thermal Expansion Valve, A/C Evaporator Pipes and/or A/C Evaporator for Vehicles with Low Mileage

**Attention:** This Engineering Information (EI) does not require the technician to call an engineer. This EI Lite is asking ONLY to submit the description of the issue with PIE number and pictures using the Field Product Reporting (FPR) App (reference bulletin 02-00-89-002). Proceed with this EI ONLY if the customer has a Refrigerant Leak Issues at A/C Evaporator Thermal Expansion Valve, A/C Evaporator Pipes or A/C Evaporator, AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer does not have a Refrigerant Leak Issues at A/C Evaporator Thermal Expansion Valve, A/C Evaporator Pipes or A/C Evaporator concern, this PIE number does not show in GWM/IVH, disregard the EI 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.

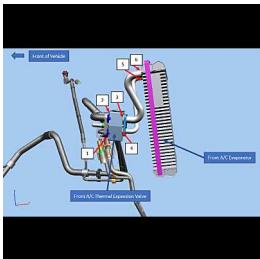
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2020	2021	-	-	-	-
Chevrolet	Traverse						

<b>Involved Region or Country</b>	US Dealers ONLY
<b>Condition</b>	<p><b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on the A/C not blowing cold air. This condition may be due to a leak at or around the A/C Evaporator Thermal Expansion Valve, A/C Evaporator Pipes and/or the A/C Evaporator for vehicles with low mileage.</p> <p><b>Note:</b> This EI pertains to vehicles with less than 5,000 miles on the odometer.</p>
<b>Cause</b>	GM Engineering is attempting to better understand the cause of this issue.

## Correction

If you encounter a vehicle where a customer comments on an A/C not blowing cold air issue that drives a warrantable item type of repair on any 2020-2021 Buick Enclave or 2020-2021 Chevrolet Traverse, use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding PIE number **PIE0598** in the Condition Field) and Submit.

**Note:** GM has updated the Field Product Reporting app, and it is now part of the "Certified Service Mobile Toolbox" (CSMT) Instructions to load the App to your phone and other detailed instructions can be found in the latest version of Bulletin 02-00-89-002 (U.S. Dealers).



1. Take a picture of the entire area showing where the leak is present (under hood or under instrument panel). Please also add the LOCATION NUMBER (as shown in the picture above) to the issue description in the FPR.
2. Take a clear closeup picture or two of the area of concern, to help us better understand the type of issue, if possible (i.e. seal gap, cracked part, missing seal, etc.).

**Note:** If the Dealership Sublets this work, if possible, the Sublet Agent could take 2 pictures per above and forward to Dealership Service Representative for FPR Submission.

## Warranty Information

If a Field Product Report is submitted, use:

Labor Operation	Description	Labor Time
4486078*	Engineering Information – Pictures of Product Issues Covered Under Warranty	0.3 hr
* This is a unique labor operation for bulletin use only.		

<b>Version</b>	1
<b>Modified</b>	Released November 04, 2020