

Document ID: 2884754

## #PI0588A: Air Conditioning (A/C) System Delivers Warm Air - (Jul 9, 2012)

**Subject: Air Conditioning (A/C) System Delivers Warm Air**



**Models: 2011-2012 Cadillac SRX**  
**Built Prior to October 18, 2011**

**This PI is being revised to add the 2012 model year. Please discard PI0588.**

### Condition/Concern

Some customers may comment on one or more of the following conditions:

- The A/C system delivers warm air at all times.
- The air coming out of the dash vents is warmer on the driver's side than the passenger's side.
- The air flow coming from the dash vents is reduced.

This condition may be caused by moisture inside the A/C system degrading the desiccant. This degraded desiccant will restrict the filter in the receiver/dehydrator (dryer), causing the high pressure in the A/C system to drop.

### Recommendation/Instructions

Use the following steps to diagnose and correct the condition.

1. Perform the A/C system performance test and connect the GM Global Diagnostic System 2 (GDS 2) tool. Refer to Air Conditioning (A/C) System Performance Test in SI.
2. Compare the high pressure reading on the high side pressure gauge with the high pressure sensor reading in GDS 2.
3. If you find that the high pressure sensor is reading higher in GDS 2 than the high side pressure gauge, the receiver/dehydrator is restricted and should be replaced.

### Parts Information

Part Number	Description	Quantity
20968486	RECEIVER AND DEHYDRATOR ASM-A/C	1

© 2012 General Motors. All rights reserved.

## Warranty Information

For vehicles repaired under warranty, use:

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Time</b>
D3180	Receiver and Dehydrator Replacement	Use Published Labor Operation Time

Keywords: HVAC, AC, No AC, No A/C

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION