

# Customer Satisfaction Program

## N232413380 Vehicles Shipped with Undersized A/C Compressor



**Release Date:** January 2024

**Revision:** 00

**Attention:** Please note, there are only 5 involved VINs in the USA. The VINs are below:

1GKKNRL46PZ187042  
 1GKKNKL4XPZ187018  
 1GKKNKL40PZ186976  
 1GKKNUL46PZ187044  
 1GKKNRL43PZ186978

**This program is in effect until February 28, 2026.**

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Acadia	2023	2023	LSY and C69	ENGINE-GAS, 4 CYL, L4, 2.0L, SIDI, DOHC, VVT, ALUM, TURBO, VAR 3 and HVAC SYSTEM RR-AIR CONDITIONER

Involved vehicles are marked "Open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2023 model year GMC Acadia vehicles may have been built and shipped with the incorrect A/C compressor installed.
<b>Correction</b>	Dealers are to replace the A/C compressor.

### Parts

Quantity	Part Name	Part No.
1	Air Conditioning Compressor (with C69)	86792426
1	Air Conditioning Compressor Tube Seal	13579646
1	Air Conditioning Evaporator Tube Seal	13579648
1	Air Conditioning Lubricant - PAG	19354657

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106978	Replace Air Conditioning Compressor, with Recovery, Recharge, and Oil Balance	2.7	ZFAT	N/A

### Service Procedure

- Remove the air conditioning compressor. Refer to *Air Conditioning Compressor Replacement (LSY)* in SI.
  - Record the PAG oil volume removed during the refrigerant recovery process.
- Drain the PAG oil from the removed air conditioning compressor into a clean graduated cylinder.
  - Record the volume of PAG oil drained.

**Note:** The amount of PAG oil in the refrigerant system is insufficient for the new air conditioning compressor, therefore additional PAG oil must be added to the amount removed during recovery and compressor draining. Follow the revised air conditioning compressor oil balancing procedure in step 3. The correct total volume of PAG oil is 230 ml.

- Add the volumes of oil removed during refrigerant recovery and compressor draining. Add 150ml (5.07oz) to this total to figure out how much PAG oil must be added to the new air conditioning compressor prior to installation. Utilize the following formula:

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150ml (5.07oz) PAG Oil + PAG Oil Recovered + A/C Compressor PAG Oil Drained = PAG Oil Volume Required to Add

4. Add the calculated sum of PAG oil from step 3 to the air conditioning compressor or by filling the system using GE-45037 A/C Oil Injector.
5. Install the NEW air conditioning compressor. Refer to *Air Conditioning Compressor Replacement (LSY)* in SI.

### Dealer Responsibility

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through February 28, 2026. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through February 28, 2026, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

### Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

# Customer Satisfaction Program

## N232413380 Vehicles Shipped with Undersized A/C Compressor



January 2024

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2023 model year GMC Acadia may have been built and shipped with the incorrect A/C compressor.

Your satisfaction with your Acadia is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will replace the A/C compressor. This service will be performed for you at **no charge until February 28, 2026**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
GMC	1-800-462-8782	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GMC Acadia provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

N232413380

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6768  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 17, 2024

Subject: N232413380 - Customer Satisfaction Program  
Vehicles Shipped with Undersized A/C Compressor

Models: 2023 GMC Acadia  
Equipped with ENGINE-GAS, 4 CYL, L4, 2.0L, SIDI, DOHC, VVT,  
ALUM, TURBO, VAR 3 and HVAC SYSTEM RR-AIR CONDITIONER  
(RPO LSY and C69)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N232413380 today. The total number of U.S. vehicles involved is 5. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in the near future.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated January 17, 2024. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS