



# Service Bulletin

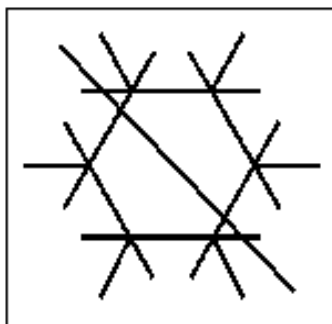
## INFORMATION

**Subject:** Inoperative or Lack of Air Conditioning

**Models:** 2003 Cadillac Escalade  
2003 Chevrolet Avalanche, Silverado, Suburban, Tahoe  
2003 GMC Denali, Sierra, Yukon  
2003 HUMMER H2  
with Dual Zone Automatic Climate Control

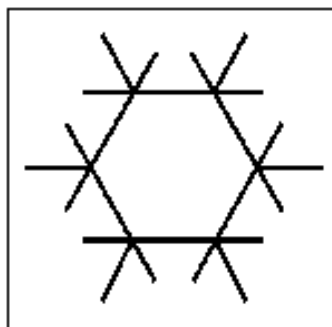
Some customers with dual zone A/C systems may comment that the A/C is inoperative or there is a lack of cooling.

On 2003 model year vehicles, a snowflake with a slash through it is illuminated on the HVAC display when the A/C has been turned off. Pressing the AUTO button or pressing the A/C button can turn on the A/C. This will remove the indicator from the display.



**A/C OFF Indicator**

General Motors



**A/C ON Indicator**

General Motors

The display of driver and passenger set temperature may also cause confusion. It is possible to set the left temperature control to full cold and the right temperature control to full hot with little indication on the display that the two temperatures are set differently.

If the driver set temperature is set to 16°C (60°F) and the passenger set temperature is set to 32°C (90°F), the display will show the passenger set temperature for only five seconds. After that time, the display will show only the driver set temperature and a small arrow pointing left. The arrow is very important because it is the only indicator that the left and right temperatures are not equal. When both the driver and passenger set temperatures are equal, the display will have arrows pointing both left and right.

With different set temperatures, it is possible to have the left temperature door flowing air through the evaporator and the right temperature door flowing air through the heater core. This may cause the overall passenger compartment temperature to not be cooled or heated as well as the customer might expect.

In order to synchronize the driver and passenger temperatures, follow these steps:

- Set the driver and passenger set temperatures to the desired temperatures, OR
- Push and hold the AUTO button for at least four seconds to make both driver and passenger set temperatures set to the driver's set temperature. Both set temperatures can be controlled by the left temperature control knob when the zones are linked in this manner. Turning the passenger set temperature knob will "unlink" the zones again.