

Product Safety Recall

16145 Engine Cooling Fan Fires



Reference Number: N151702620

Release Date: August 2017
Revision: 00

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Tahoe	2010	2014	9C1, 5W4	Police Pursuit, Special Service

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.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2010 – 2014 Chevrolet Tahoe vehicles with special equipment options for police or government service. Under heavy police use conditions, the passenger-side under-hood cooling fan assembly in these vehicles may be susceptible to repeated fluid intrusion, which could lead to corrosion of wiring inside the fan motor over time. Such corrosion can, under certain conditions, cause an electrical short circuit. A short circuit caused by corrosion can create elevated temperatures within the fan motor, which can increase the risk of an engine-compartment fire while the vehicle is running.
Correction	Dealers will replace the affected fan motor and shroud, extend wiring and re-orient the fan motor to reduce the risk of corrosion.

Parts

Quantity	Part Name	Part No.
1	Shroud - Engine Cooling Fan	84302501
1	Motor – Engine Cooling Fan (Passenger Side)	20903477
1	T/C Cooler line clip	11549388
1	Harness Clip	15698443
1	Protective Sleeve	84220391
1	Connector – Wiring Harness	13580874

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

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102752	Install Cooling Fan Shroud and Wiring Harness	1.5	ZFAT	N/A
9103364	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9103365	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

Note: To avoid having to “H” route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

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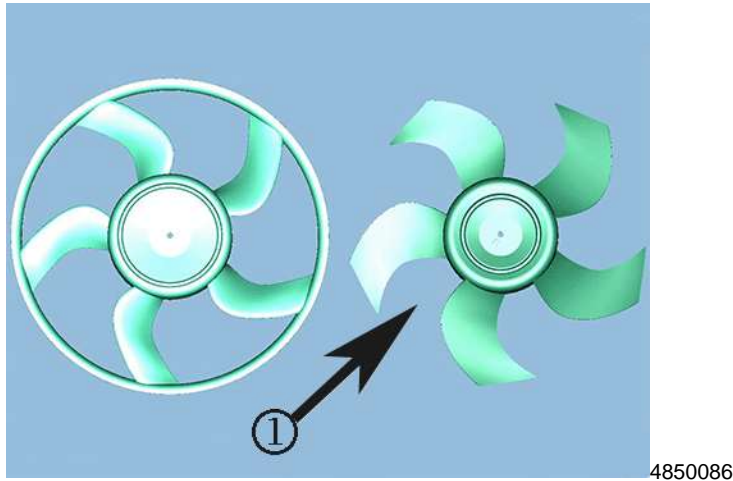


Service Procedure

1. Remove the cooling fan and shroud assembly from the vehicle. Refer to *Cooling Fan and Shroud Replacement (Non-HP2)* in SI.

Note: Ensure the seal on the driver side (left) fan wire connector comes out with the connector. If the seal sticks in the fan side motor connector, remove the seal and reinstall it onto the vehicle side connector.

2. Remove the driver side (left) fan assembly from the shroud assembly and set the fan motor and blade assembly aside, it will be reused in the new shroud. Refer to *Engine Coolant Fan Motor Replacement (Non-HP2)* in SI.



Note: There is the possibility of a different variant of the cooling fan being in the vehicle due to prior vehicle service. Prior to disassembly check that the driver and passenger side fan blades are both rimless 5 blades (1). Vehicle may have none or some of these conditions;

If driver side does not have rimless 5 blade design then, order and install new driver side 5 blade rimless design (Left Hand) and LH fan motor.

If passenger side does not have rimless 5 blade design then, order and install new passenger side 5 blade rimless design (Right Hand) and RH fan motor.

Use the VIN and EPC to order the current five blade rimless fan.

3. Assemble the existing driver (left) fan motor and fan assembly into the new engine cooling fan shroud. *Engine Coolant Fan Motor Replacement (Non-HP2)*. Use the new fasteners (bolts) supplied in the kit.
4. Remove the passenger side (right) fan assembly from the shroud assembly. Refer to *Engine Coolant Fan Motor Replacement (Non-HP2)* in SI.
5. Carefully separate the passenger side (right) fan blade from the motor, the blade will be reinstalled onto the new engine cooling fan motor.
6. Assemble the new passenger (right) engine cooling fan motor with the existing cooling fan.
7. Assemble the passenger (right) fan motor and fan assembly into the new engine cooling fan shroud. *Engine Coolant Fan Motor Replacement (Non-HP2)*. Use the new fasteners (bolts) supplied in the kit.

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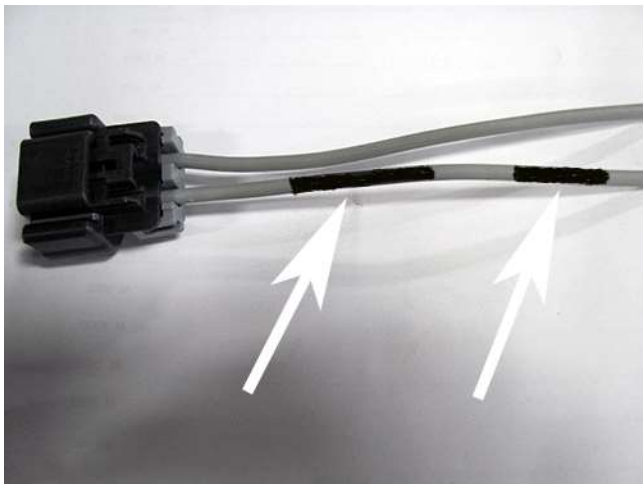
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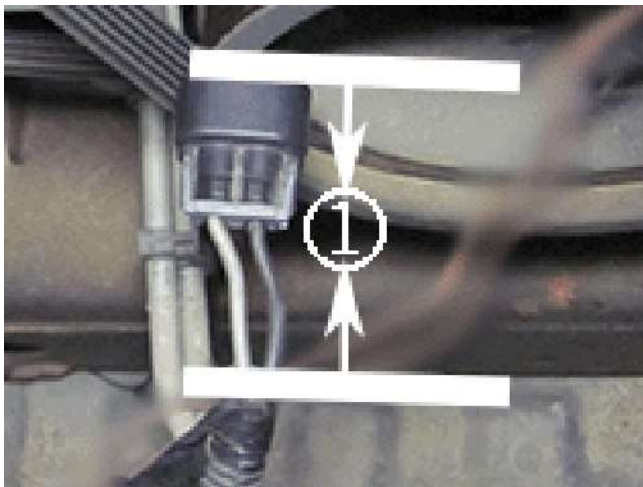
8. Separate the passenger side (right) fan connector from the front harness by unwrapping the electrical tape as necessary.

Note: The service connector has two grey colored wires. It is important to identify the black wire on the vehicle and mark the service wires to match the polarity of the vehicle. If the wires are crossed, the fan will run backwards.



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9. Hold the service wiring connector up to the vehicle connector. Identify the black wire in relation to the vehicle and service connector. Using a black Sharpie, mark the correct lead with a black tracer.



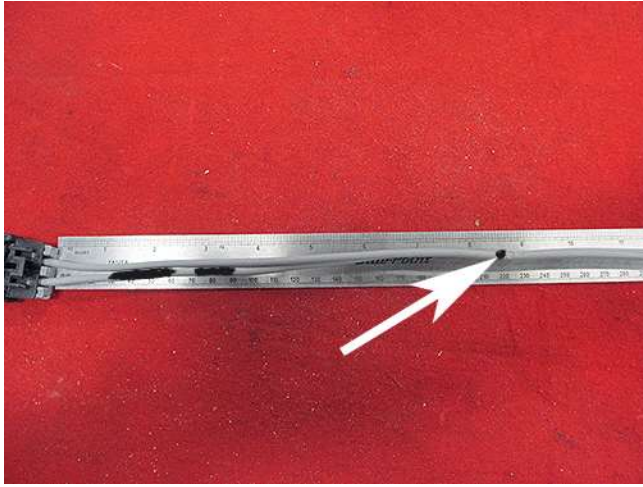
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10. On the passenger side vehicle fan harness, measure 75mm (3.0 in.) from the connector end (1). Cut the connector off of the two (black and white) wires.



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11. On the new wiring harness connector, measure 220mm (8.5 in) from the connector. Cut the two grey wires on the service wiring harness at the marked location.



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12. Slide the protective sleeve onto the service harness.



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13. Install the wiring harness connector to the front harness. Refer to *Wire to Wire Repair* in SI. Observe the wire colors and ensure the black vehicle side wire is connected to the black tracer marked lead on the service wiring harness.

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14. Rewrap the front wiring harness as required using a high quality electrical PVC tape. Only wrap the harness enough to cover the wire connectors, do not cover the protective sleeve.



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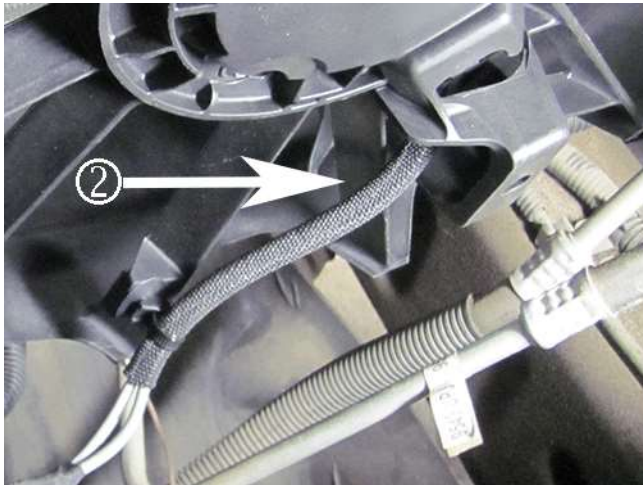
15. Install the new oil cooler line clip and the passenger side fan harness clip onto the fan shroud.
16. Reinstall the cooling fan and shroud assembly. Refer to *Cooling Fan and Shroud Replacement (Non-HP2)* in SI.



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17. Route the new passenger side fan wiring harness as shown, it must pass through the cavity (2).



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18. Secure the passenger fan wiring harness in the wire harness clip. Tighten and trim the wire tie.
19. Ensure the function of the cooling fans. With the engine at idle speed, turn on the A/C (front and rear if equipped) to the maximum cold setting and fan speeds. Observe and verify that both cooling fans are functioning properly and blowing **into** the engine compartment.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers

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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 Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) 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 CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Customer Notification

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by September 20, 2018. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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**



IMPORTANT SAFETY RECALL

September 2017

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2010-2014 model year Chevrolet Tahoe vehicles with special equipment for police or government service. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 16145.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The passenger-side under-hood cooling fan assembly in these vehicles may be susceptible to repeated fluid intrusion, which could lead to corrosion of wiring inside the fan motor over time. Such corrosion can cause an electrical short circuit. A short circuit caused by corrosion can create elevated temperatures within the fan motor, which can increase the risk of an engine-compartment fire while the vehicle is running.

What will we do?

Your GM dealer will replace the affected fan motor and shroud, extend wiring and re-orient the fan motor to reduce the risk of corrosion. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 1 hour and 35 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by September 30, 2018, unless state law specifies a longer reimbursement period.

Do you have questions?

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

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free

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Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V868.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall 16145