

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



# IMPORTANT SAFETY RECALL

January 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.

### 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?

**Parts to repair your vehicle are not currently available**, but when parts are available, 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**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your GM dealer to have your vehicle serviced. You can also check the status of this recall at [www.my.gm.com/recalls](http://www.my.gm.com/recalls). If you have already paid for repairs for this condition, a reimbursement request form will be included with the letter.

If you notice smoke or smell from under the hood, stop the vehicles safely and turn the key to the "OFF" position. **The vehicle should not be left idling unattended.**

### Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the <VINDivisionName> Customer Assistance Center at <DivCACPhone>.

| 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 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

GM Recall 16145