

# Part 573 Safety Recall Report

# 18V-655

**Manufacturer Name :** General Motors LLC**Submission Date :** OCT 01, 2018**NHTSA Recall No. :** 18V-655**Manufacturer Recall No. :** 18299**Manufacturer Information :**

Manufacturer Name : General Motors LLC

Address : 29427 Louis Chevrolet Road  
MAIL CODE 480-210-2V WARREN MI  
48093

Company phone : 5961733

**Population :**

Number of potentially involved : 30,448

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2016-2018 Chevrolet Express

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The recalled population was determined by using manufacturing data to identify all vehicles produced with the affected climate control module.  
27,380 VINs of this model affected.

Production Dates : FEB 05, 2016 - SEP 18, 2018

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2016-2018 GMC Savana

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The recalled population was determined by using manufacturing data to identify all vehicles produced with the affected climate control module.  
3,068 VINs of this model affected.

Production Dates : FEB 05, 2016 - SEP 18, 2018

VIN Range 1 : Begin : NR End : NR

 Not sequential

**Description of Defect :**

Description of the Defect : General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2016 - 2018 Chevrolet Express and GMC Savana vehicles equipped with a single manual rear climate control module (CCM) located in the roof console. In some cases, when the temperature is set to maximum heat or the mode knob is set to maximum floor vent and a short-to-ground condition occurs, the short may allow excessive current to flow through the controls' potentiometers and they may overheat. If this condition occurs, the terminal insulation on the CCM's potentiometers can catch fire.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If this condition occurs, a fire may develop in the headliner.

Description of the Cause : The electrical insulation inside the rear CCM in these vehicles is not sufficiently fire-resistant.

Identification of Any Warning that can Occur : An inoperative temperature or mode control in the rear CCM may indicate the fault is present.

**Supplier Identification :****Component Manufacturer**

Name : ERAE Automotive Systems Co., Ltd.

Address : 27150 Hills Tech Court  
Farmington Hills MINNESOTA 48331

Country : United States

**Chronology :**

On April 24, 2018, upon reviewing a customer claim regarding an interior fire in a 2016 Chevrolet Express vehicle originating in the roof console at the rear climate control module, GM's Engineering Analysis team filed a report through the company's Speak up for Safety program.

On May 22, 2018, GM's Potential Investigation Review decided to open a formal investigation. As part of this investigation, GM reviewed field data in the US and internationally and conducted testing of the rear climate control module (CCM).

The investigation determined that all field reports of fire or melting in the rear CCM occurred in vehicles containing modules supplied by ERAE Automotive Systems. The ERAE modules were found to have longer and different insulation material installed on the potentiometer's wiring connectors than those made by alternate supplier Delphi, and that ERAE modules had been installed exclusively on the vehicle program after February 5, 2016.

On August 15, 2018 testing was conducted at GM's Milford Proving grounds by inducing a short to ground condition on a representative 2016MY GMT-610 van. The insulation on an ERAE module was shown capable of propagating a fire developing at the potentiometer, whereas a fire could not be reproduced on either of two Delphi models. Testing on August 24, 2018 further determined that the ERAE module insulation is positioned closer to the potential source of thermal energy than on the Delphi module.

These conclusions were reviewed in GM's Open Investigation Review (OIR) on September 10, 2018, and on September 14, 2018, GM's Safety Field Action Decision Authority (SFADA) decided to conduct a safety recall.

## Description of Remedy :

**Description of Remedy Program :** Dealers will remove the electrical insulation from the potentiometer wiring connectors. Pursuant to 577.11, GM will provide reimbursement to owners for repairs according to the plan submitted on May 19, 2017.

**How Remedy Component Differs from Recalled Component :** Removing the electrical insulation from the potentiometer wiring connectors will eliminate the possibility of fire propagation.  
**Recalled Component Name:** CONTROL ASM-HTR & A/C- rear  
**Recalled Component Description:** Front Mounted Rear HVAC controller  
**Recalled Component Part Number:** 23283463  
**Recalled Component Country of Origin:** U.S.

**Identify How/When Recall Condition was Corrected in Production :** Vehicles produced after 9/21/2018 will contain CCMs without insulation on the potentiometer wire connectors.

## Recall Schedule :

**Description of Recall Schedule :** General Motors will provide dealer bulletin and owner letter notification dates when available.  
**Planned Dealer Notification Date :** SEP 21, 2018 - SEP 21, 2018  
**Planned Owner Notification Date :** NR - NR

\* NR - Not Reported