

Product Safety Recall

18299 Rear HVAC Controller Fire



Reference Number: N182165790

Release Date: November 2018

Revision: 01

Revision Description: This bulletin is being revised to add the customer notification letter. Please discard all copies of 18299.

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.
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Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express	2016	2018		
GMC	Savana				

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 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. If this condition occurs, a fire may develop in the headliner. An inoperative temperature or mode control in the rear CCM may indicate the fault is present.
Correction	Dealers will remove the electrical insulation from the potentiometer wiring connectors.

Parts

No parts are required for this procedure.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104102	Remove HVAC Control Terminal Insulator Sleeves	0.4	ZFAT	N/A
9104112	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9104113	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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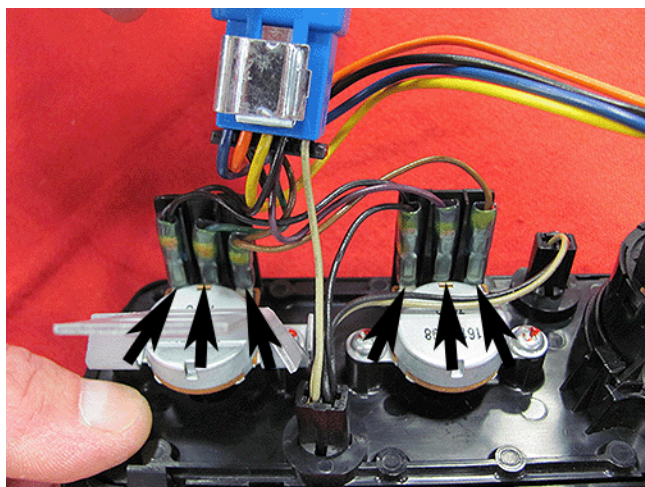
Service Procedure



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TIP: Use a small flat blade screwdriver to release the attachment tabs on the HVAC control.

1. Remove the front auxiliary HVAC control. Refer to *Replace the Auxiliary Heater and Air Conditioning Control Replacement - Front (Passenger Van)* in SI.
2. Place the control assembly face down on a soft work surface.



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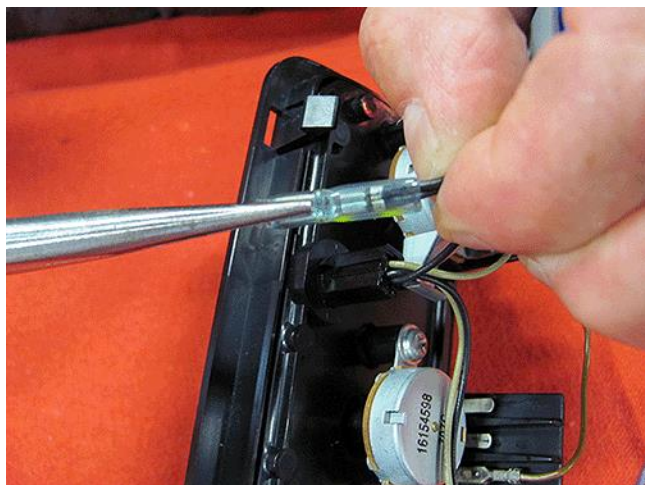
3. Locate the two metal backed switches. Identify the six terminal locations (three terminals on each switch).

Important: Disconnect and service each terminal one at a time to prevent any possibility of reconnecting a terminal in the wrong location.

4. Use the following steps to remove the insulator sleeve from the six wire terminals on the HVAC control module:
 - 4.1 Disconnect the wire terminal from the blade terminal on the control. Use care to pull the terminal straight off the control to prevent bending the blade terminal on the control.

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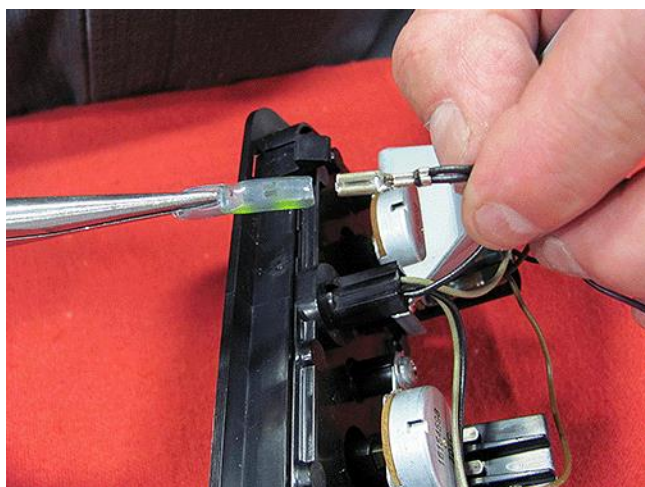
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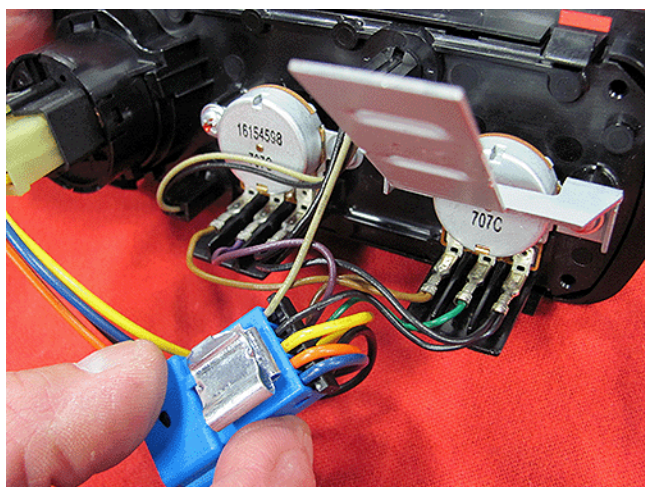
4.2 Hold the wire terminal with the open side up.

4.3 Using a small pair of needle nose pliers (pliers with a serrated jaw surface will grip the plastic sleeve better), grip the insulator sleeve. Inserting the needle nose plier as far in as shown will assist in removing the sleeve.



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4.4 Gently pull the sleeve off the wire terminal.

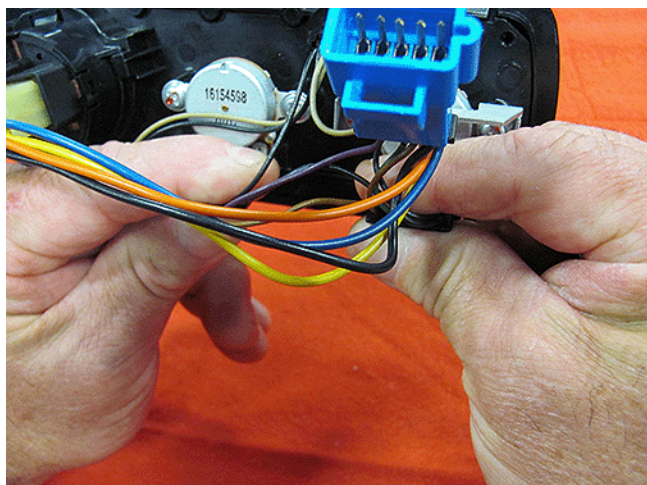


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4.5 Reconnect the wire terminal to the blade terminal on the control. Use care to push the terminal straight on to the control to prevent bending blade terminal on the control. Ensure the wire terminal is fully seated onto the blade terminal.

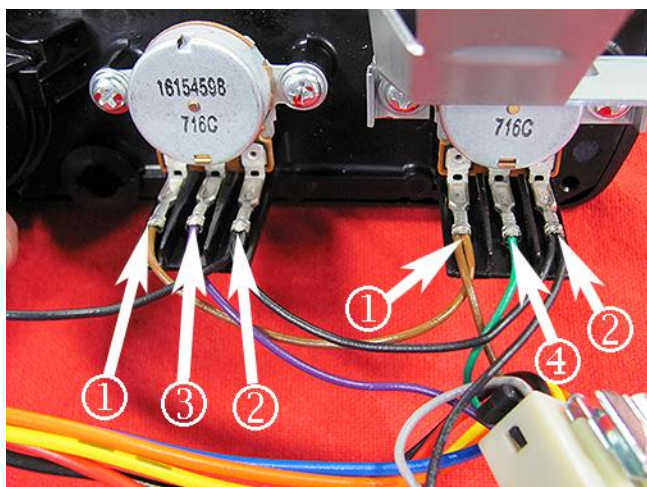
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5. With all six terminals reinstalled, pinch the terminal locations and verify the terminals are nested in the channels on the black support tabs.



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Wire Color Identification: 1 Brown, 2 Black, 3 Purple, 4 Green

6. Visually verify the correct wire location by wire color as shown above.
7. Reinstall the front auxiliary HVAC control. Refer to *Replace the Auxiliary Heater and Air Conditioning Control Replacement - Front (Passenger Van)* in SI.
8. Start the vehicle and verify the function of the front auxiliary HVAC control.

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.

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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/repaired 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 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.

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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

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 October 31, 2019. 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.





IMPORTANT SAFETY RECALL

November 2018

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 2016 - 2018 Chevrolet Express and GMC Savana vehicles equipped with a single manual rear climate control module (CCM) located in the roof console. 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 18299.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

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. If this condition occurs, a fire may develop in the headliner. An inoperative temperature or mode control in the rear CCM may indicate the fault is present.

What will we do?

Your GM dealer will remove the electrical insulation from the potentiometer wiring connectors. 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 30 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 previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already 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 October 31, 2019, 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
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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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 18V655.

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

Maryann L. Combs
Vice President
Global Vehicle Safety

Enclosure
GM Recall: 18299