

Frequently Asked Questions (FAQs) for Safety Recall 18299

Rear HVAC Controller Fire

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the safety recall identified above.

Q1) Which vehicles are involved?

A1) Certain 2016 - 2018 Chevrolet Express and GMC Savana vehicles equipped with a single manual rear climate control module (CCM) located in the roof console.

Q2) What is the issue or condition?

A2) 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.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) An inoperative temperature or mode control in the rear CCM may indicate the fault is present.

Q4) What is the remedy/repair?

A4) Dealers will remove the electrical insulation from the potentiometer wiring connectors.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) If this condition occurs, a fire may develop in the headliner.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, the remedy/repair is available at Chevrolet and GMC dealers. Customers are strongly urged to repair their vehicle as soon as possible.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) It is urgent that you schedule your vehicle for this important repair today. No parts are needed, and the remedy is available. To reduce risk of fire in your vehicle between now and your repair date, set the rear HVAC control knobs such that the middle control for vent position and far right control for heat are rotated to the midpoint position fully counterclockwise, all the way to the minimum allowed setting.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at my.gm.com/recalls or via NHTSA's website at vinrcl.safercar.gov/vin/.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated

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with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.