



Service Bulletin



SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Heating, Ventilation, and Air Conditioning Blower Not Fully Functional or Inoperative

MODELS: 2003-2006 Chevrolet Avalanche, Suburban Tahoe
2003-2007 Chevrolet Silverado
2003-2006 GMC Yukon, Yukon XL
2003-2007 GMC Sierra
Equipped with Manual HVAC (CJ3) or Heavy Duty Heater (C42)

Customer letters for this Special Coverage were mailed in phases. Letters for the final phase will begin mailing on January 4, 2012, and so the reimbursement expiration date for this Special Coverage has been extended to January 31, 2013. Please discard all copies of bulletin 10240, issued May 2011.

CONDITION

On some 2003-2006 model year Chevrolet Avalanche, Suburban, Tahoe; GMC Yukon, Yukon XL; and 2003-2007 model year Chevrolet Silverado and GMC Sierra vehicles equipped with a manual heating, ventilation, and air conditioning (HVAC) system (CJ3) or heavy duty heater (C42), the interface between the electrical terminals of the relay resistor module and the wiring connector that powers the module may be incapable of conducting higher current levels for sustained periods of blower motor operation. In addition, moisture and other contaminants may enter the fresh air intake plenum and contact the internal circuit of the module or corrode the terminals. If any of these were to occur, the relay resistor module or wiring connector could overheat and the HVAC blower may not function on certain blower settings or may be inoperative. This may be accompanied by a burning smell or smoke.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to install a new blower motor resistor and resistor module connector. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after May 10, 2011, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to May 10, 2011, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

Involved are **certain** 2003-2006 model year Chevrolet Avalanche, Suburban, Tahoe; GMC Yukon, Yukon XL; and 2003-2007 model year Chevrolet Silverado and GMC Sierra vehicles equipped with a manual HVAC (CJ3) or heavy duty heater (C42).

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Applicable Warranties section in the Global Warranty Management system.

PART INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

Part Number	Description	Quantity/Vehicle
15862656	Connector, SW-Pwr St Adj	1
89019088	Resistor, Blo Mot (A/C & Htr)	1
89019089	Resistor, Blo Mot (Heater Only)	1

SERVICE PROCEDURE

Note: The resistor module connector and blower motor resistor will need to be replaced if one or more of the symptoms below is present.

- The HVAC blower may not function on certain or all blower speed settings
- A burning plastic smell or smoke may be present in the vehicle
- The HVAC blower may run continually with the ignition in the OFF position

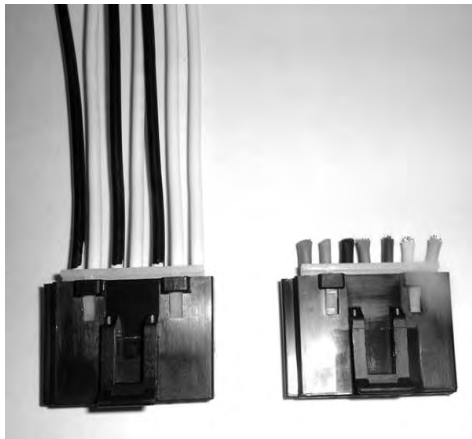
Determine if one or more of the above symptoms is present. If required, refer to HVAC diagnostic information in SI. Refer to Resistor Module Connector and Blower Motor Resistor Replacement in this bulletin if one or more of the symptoms are present. Other HVAC repairs are NOT covered in this product safety special coverage bulletin.

Resistor Module Connector and Blower Motor Resistor Replacement

1. Remove the blower fuses (Htr A/C & HVAC 1 fuses).
2. Lower the close-out panel enough to gain access to the resistor module connector.
3. Disconnect the connector from the resistor module.

Note: Connector replacement is required even if the connector was replaced on a previous service repair.

4. Remove the tape from the wiring harness to expose the wiring.



1709080

5. Cut the wires back far enough from the connector to eliminate any melted insulation on the wire.

Note: Use the old connector as a map for splicing the wires for the new connector. Be sure to use the correct crimping tool from the terminal repair kit J 38125. Use only Duraseal splice sleeves. Other splice sleeves may not protect the splice from moisture or provide a good electrical connection.

6. Install the new connector. Use the yellow splice sleeves provided with the connector.
7. Install the new blower motor resistor.
8. Reinstall the fuses. Test the blower motor to make sure all speeds are functional.
9. Reinstall the hush panel/close-out panel.

CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by January 31, 2013, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed form and all required documents to the GM Customer Assistance Center. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 150,000 miles, whichever occurs first.

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: If a reimbursement request is denied, dealers **MUST** provide the customer with an explanation, in writing, as to why the request was denied. GM expects all reimbursement requests to be approved or denied within 30 days of receipt. If the denial was due to missing documents, the customer can resubmit when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by GWM.

CUSTOMER REIMBURSEMENT - For Canada and Export

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 January 31, 2013. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 240,000 kilometers, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

If the work was done by someone other than a GM dealership, the amount of reimbursement will be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.

COURTESY TRANSPORTATION – For US

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
T5816	Diagnostic Time Only – No Repair Required (condition other than described in bulletin)	0.1-0.3	N/A
T5817	Replace HVAC Module Connector and Resistor	0.6	N/A
T5818	Customer Reimbursement Approved	0.2	*
T5819	Customer Reimbursement Denied - For US dealers only	0.1	N/A

* The amount identified in “Net Item” should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



Dear General Motors Customer:

As the owner of a 2003-2006 model year Chevrolet Avalanche, Suburban, Tahoe; GMC Yukon, Yukon XL; or 2003-2007 model year Chevrolet Silverado and GMC Sierra vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware of a condition that may affect your vehicle. The relay resistor module (which controls blower motor speed) and/or the wiring connector that powers the module may overheat during sustained blower motor operation, or if moisture and other contaminants contact the internal circuit of the module. These occurrences may result in an inoperative blower motor, or result in a blower motor that functions only on certain settings. This may be accompanied by a burning smell or smoke.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for this condition. If this condition occurs on your 2003-2006 model year Chevrolet Avalanche, Suburban, Tahoe; GMC Yukon, Yukon XL; or 2003-2007 model year Chevrolet Silverado and GMC Sierra vehicle, equipped with a manual HVAC or heavy duty heater, within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed form and present it to your dealer with all required documents by January 31, 2013, unless otherwise specified by State law.

If you have any 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	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Jim Moloney
General Director,
Customer and Relationship Services

Enclosure
10240