



Service Bulletin

File in Section: -

Bulletin No.: PIE0201

Date: January, 2012

PRELIMINARY INFORMATION

Subject: Engineering Information – Blower Motor Inoperative, No Airflow When HVAC System is Turned On

Models: 2011-2012 Chevrolet Express
2011-2012 GMC Savana

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. **THIS IS NOT A RECALL** — refer to Service Bulletin 04-00-89-053E for more details on the use of Engineering Information PIs.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment that the blower motor is inoperative or there is no airflow when the HVAC system is turned on.

Cause

GM Engineering is attempting to determine the root cause of the above condition. The above condition has resulted in a number of HVAC blower motors being replaced. Evaluation of the returned motors has found them to exhibit signs of excessive current draw, which may be due to foreign material preventing the motor and fan from turning (stall).

Instructions

If you encounter a vehicle with the above condition and an inoperative blower motor is suspected, the blower motor connector should be disconnected and the motor powered separately with an external fused voltage source. If the blower motor is inoperative, contact one of the engineers listed below for further instructions.

During the call, the engineer will instruct the technician to first check the blower motor cooling tube for proper attachment; then carefully remove the blower motor, keeping careful watch for any evidence that may have stalled the motor and fan, especially foreign material. The technician should inspect the interior of the HVAC module through the blower motor opening looking for anything unusual, especially foreign material. If ice is suspected of creating a motor stall condition (typically only in cold weather months of repair), the technician should look for ice or water on the motor or in the HVAC module. If a cause of motor stall is found, the technician should take a picture and, if foreign material, keep the foreign material. The technician should also report any other unusual observations.

Contact Information

Engineer Name	Phone Number
Aaron Running	248-841-3694
David Hayes	716-245-1904

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
D9784*	Engineering Information – HVAC Blower Motor Inoperative	0.5 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		