



Service Bulletin

PRELIMINARY INFORMATION

Subject: Engineering Information – Blower Motor Inoperative, No HVAC Airflow Through Vents, Blower Motor Noisy

Models: 2012-2013 Cadillac Escalade, Escalade ESV, Escalade EXT
2012-2013 Chevrolet Avalanche, Silverado, Suburban, Tahoe
2012-2013 GMC Sierra, Yukon, Yukon Denali, Yukon XL, Yukon XL Denali
and Built After April 1, 2012

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 and there is no airflow through the vents or it is noisy when the HVAC system is turned on. These conditions may be intermittent.

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

After performing published diagnostics and the HVAC blower motor has been identified as the cause, please contact one of the engineers listed below prior to replacing the blower motor.

Contact Information

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

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
D9777*	Engineering Information – HVAC Blower Motor Concerns	0.3 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		