



# Service Bulletin

File in Section: -

Bulletin No.: PIE0284A

Date: June, 2014

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Whine or Growl Type Noise from HVAC Blower Motor

**Models:** 2013-2014 Buick Verano  
2013-2014 Cadillac SRX  
2013-2014 Chevrolet Volt

**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 the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information PIs.

This PI has been revised to add the SRX and Volt models. Please discard PIE0284.

### Condition

**Important:** If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on a whine or growl type noise coming from the HVAC blower motor.

### 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

Verify that the fan is free of any debris that may cause the noise and contact the engineer listed below for further instructions.

### Contact Information

Engineer Name	Phone Number
Lou Savich	586-209-0962

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
4480148*	Engineering Information – HVAC Blower Motor Noise	0.6 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		