

# Customer Satisfaction Program

## 16019 HVAC Module Temp Door



Reference Number: N16202805

Release Date: October 2016  
Revision: 00

**Attention:** This program is in effect until October 31, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2015	2016		
GMC	Canyon	2015	2016		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2015-2016 model year Chevrolet Colorado and 2015-2016 model year GMC Canyon vehicles, may have a condition in which a crack in the heating and cooling module temperature door control shaft may form and result in inconsistent air discharge temperature control. If the shaft cracks, the air discharge temperature may be up to 33 degrees Fahrenheit (20 degrees Celsius) cooler than the requested values, depending on the HVAC mode selected.
<b>Correction</b>	Inspect the temperature valve control shaft for cracks. If the shaft is intact, install a reinforcing clamp around the temperature valve shaft to prevent the shaft from cracking. If more than one crack is present, replace the temperature control valve.

### Parts

Quantity	Part Name	Part No.
25518880 or equivalent (Obtain Locally)	Hex Head Worm Gear Clamp (#4 Hose Clamp)	1
23135682	Temperature Valve	1 (If Required)

Note: If the "Star-D" style of temperature valve is supplied, the temperature valve actuator will need to be replaced, use the VIN and the GM Electronic Parts Catalog (EPC) to determine which temperature valve actuator to order.

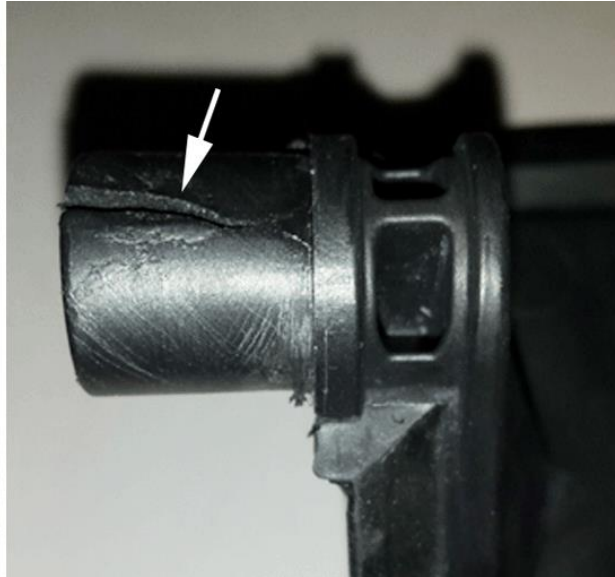
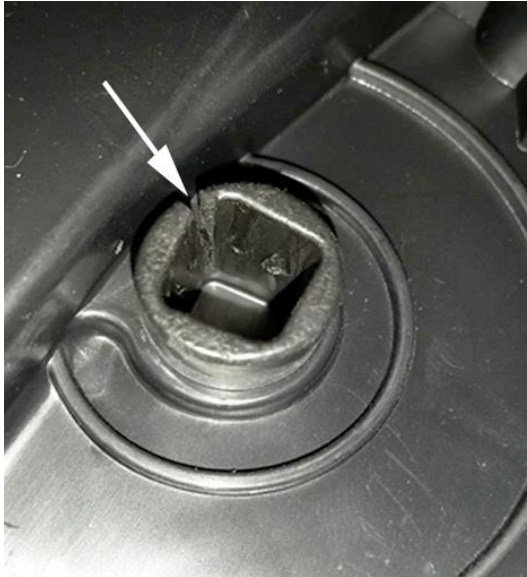
### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102576	Install Hex Head Worm Gear Clamp to Temperature Valve	0.5	ZFAT	*
	Add: Replace Temperature Valve	7.9		
	To Fill Cooling System	0.3		
	To Recover and Recharge R-134a A/C System	0.3		

\* The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for the #4 hose clamp needed to perform the required repairs, not to exceed \$1.62 USD, \$2.11 CAD, plus applicable Mark-Up or Landed Cost (for Export).

**Service Procedure**

1. Remove the temperature valve actuator. Refer to *Temperature Valve Actuator Replacement* in SI.



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2. Inspect the temperature valve drive for cracks.
  - If the temperature valve does not have any damage or is cracked in only one place, proceed to steps 3-4 and 6.



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- If the temperature valve is cracked in more than one place or has a piece missing, proceed to step 5.



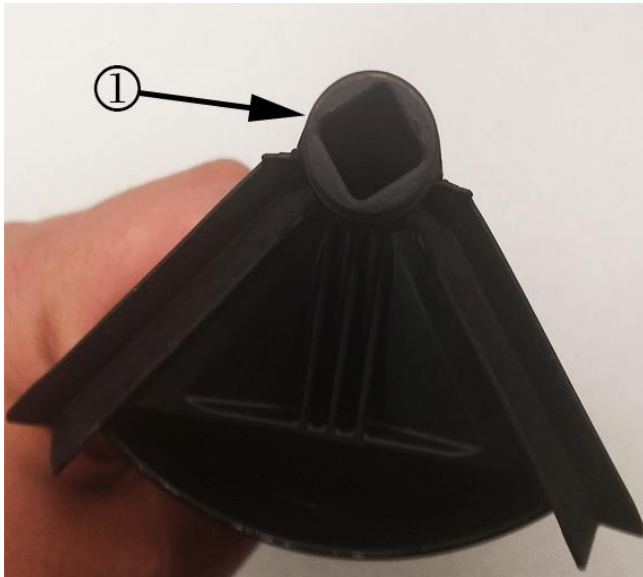
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**Note:** It is not necessary to remove the temperature valve to add the clamp. Temperature valve removed for illustrative purposes only.

3. Install a #4 hose clamp over the temperature valve shaft as shown above.
4. Install the temperature valve actuator. Refer to *Temperature Valve Actuator Replacement* in SI.

**Note:** The temperature valve is to be replaced only if it is cracked in more than one place or has a piece missing.

5. Replace the temperature valve. Refer to *Temperature Valve Replacement* in SI.

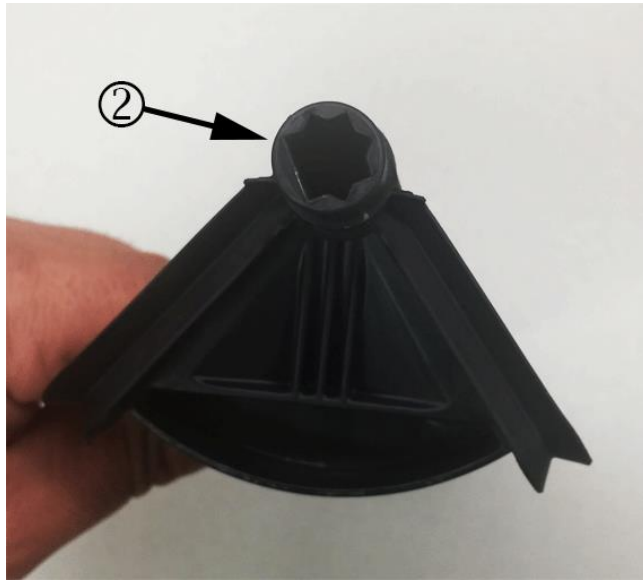


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- If the replacement temperature valve has a square drive (1), a #4 clamp must be installed as shown in step 3 above to ensure this condition does not occur on the replacement temperature valve.

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**Note:** A #4 hose clamp is NOT required with the star-D drive temperature valve.

- If the replacement temperature valve has a star D drive (2), the temperature valve actuator must also be replaced.

**Note:** Verify that the clamp does NOT cause any binding of the door while performing the actuator calibration procedure.

6. Perform the actuator calibration procedure. Refer to *Actuator Recalibration* in SI.

### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through October 31, 2018. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through October 31, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

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### **Courtesy Transportation – For USA & Canada**

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

### **Customer Notification**

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

# Customer Satisfaction Program

## 16019 HVAC Module Temp Door



October 2016

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2015-2016 model year Chevrolet Colorado or 2015-2016 model year GMC Canyon may have a condition in which a crack in the heating and cooling module temperature door control shaft may form and result in inconsistent air discharge temperature control. If the shaft cracks, the air discharge temperature may be up to 33 degrees Fahrenheit (20 degrees Celsius) cooler than the requested values, depending on the HVAC mode selected.

Your satisfaction with your GM vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will inspect the temperature valve control shaft for cracks. If the shaft is intact, they will install a reinforcing clamp around the temperature valve shaft to prevent the shaft from cracking. If more than one crack is present, the temperature control valve will be replaced. This service will be performed for you at **no charge until October 31, 2018**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

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	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

16019

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4218  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 13, 2016

Subject: 16019 - Customer Satisfaction Program  
HVAC Module Temp Door

Models: 2015-2016 Chevrolet Colorado  
2015-2016 GMC Canyon

To: All Chevrolet and GMC Dealers

General Motors is releasing Customer Satisfaction Program 16019 today. The total number of U.S. vehicles involved is approximately 151,950. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin the week of October 24, 2016.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated October 14, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS