



Service Bulletin

SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment - Engine Cooling Fan Motor

**MODELS: 2011-2015 Chevrolet Caprice
2012-2015 Chevrolet Impala
Equipped as Police Patrol Vehicles (RPO 9C1 or 9C3)**

CONDITION

On some 2011-2015 model year Chevrolet Caprice and 2012-2015 model year Chevrolet Impala police patrol vehicles, idling the engine for extended periods of time can prematurely wear the engine-cooling-fan motor. In this condition, the motor may fail to operate or operate noisily. This condition can also damage motor-control relays in the vehicle's underhood bussed electrical center (UBEC).

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 6 years or 100,000 miles (160,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to diagnose and replace fan motors per P11384 regarding the semi-annual preventative maintenance check for police vehicle cooling fans. 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 July 23, 2015, 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 July 23, 2015, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

PART INFORMATION

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

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which part to order.

| Part Number | Description | Quantity/Vehicle |
|-------------|--------------------------------|------------------|
| 22762591 | MOTOR KIT, ENG CLG FAN | 2 |
| 89018696 | MOTOR KIT, ENG CLG FAN (RIGHT) | 1 |
| 89018695 | MOTOR KIT, ENG CLG FAN (LEFT) | 1 |
| 89018693 | BLADE KIT, ENG CLG FAN (RIGHT) | 1 |
| 89018691 | BLADE KIT, ENG CLG FAN (LEFT) | 1 |
| 92191945 | MOTOR KIT, ENG CLG FAN | 2 |

SERVICE PROCEDURE

NOTE: There are multiple Technical Service Bulletins related to the coolant fan motors in these vehicles. Please refer to SI for proper diagnostic procedures.

CAPRICE ONLY

- Using the diagnostic steps in SI and Technical Service Bulletins, determine if the engine coolant fan motors need to be replaced.
- If necessary, replace the coolant fan motors. Refer to *Engine Coolant Fan Motor Replacement in SI*.

IMPALA ONLY

- Using the diagnostic steps in SI and Technical Service Bulletins, determine if the engine coolant fan motors need to be replaced.

If necessary, replace the coolant fan motors and blade kits. Refer to *Engine Coolant Fan Motor Replacement in SI*.

CUSTOMER REIMBURSEMENT - For U.S.

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by August 31, 2016, unless otherwise specified by state law. If this is not convenient for the customer, the customer may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center. Repairs must have occurred within the 6 years of the date the vehicle was originally placed in service, or 100,000 miles, whichever occurs first.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

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: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

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 August 31, 2016. Repairs must have occurred within the 6 years of the date the vehicle was originally placed in service, or 160,934 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.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

COURTESY TRANSPORTATION – For U.S. and Canada

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. All transactions should be submitted as a ZREG transaction type, unless noted otherwise.

| Vehicles Still Covered Under Applicable New Vehicle Limited Warranties | | | |
|---|--|-------------------|-----------------|
| Labor Code | Description | Labor Time | Net Item |
| 4039949 | Engine Cooling - Customer Concern Not Duplicated | 0.1-0.3 | N/A |
| 4032280 | Engine Coolant Fan Motor Replacement | | N/A |
| | - Caprice | 0.7 | |
| | - Impala | 1.1 | |

Note: For reimbursements on vehicles covered under warranty, refer to the Policies and Procedures Manual.

| Vehicles <u>No Longer Covered</u> Under Applicable New Vehicle Limited Warranties | | | |
|--|---|-------------------|-----------------|
| Labor Code | Description | Labor Time | Net Item |
| 9900215 | Engine Cooling - Customer Concern Not Duplicated | 0.1-0.3 | N/A |
| 9900216 | Engine Coolant Fan Motor Replacement | | N/A |
| | - Caprice | 0.7 | |
| | - Impala | 1.1 | |
| 9900217 | Customer Reimbursement Approved | 0.2 | * |
| 9900218 | Customer Reimbursement Denied - For U.S. Dealers Only | 0.1 | N/A |

Note: To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

* 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).

August 2015

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2011-2015 model year Chevrolet Caprice or 2012-2015 model year Chevrolet Impala police patrol vehicle, your satisfaction with our product is very important to us.

On some of these vehicles, idling the engine for extended periods of time can prematurely wear the engine-cooling-fan motor. In this condition, the motor may fail to operate or operate noisily. This condition can also damage motor-control relays in the vehicle's underhood bussed electrical center (UBEC).

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 the condition described above. If this condition occurs on your vehicle within 6 years of the date your vehicle was originally placed in service or 100,000 miles (160,000 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 reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by August 31, 2016, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below. You may also contact the Fleet Action Center at 1-800-353-3867.

| Division | Number | Text Telephones (TTY) |
|-----------------------|----------------|-----------------------|
| Chevrolet | 1-800-222-1020 | 1-800-833-2438 |
| 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.

Terry M. Inch

Executive President
Global Connected Customer Experience

Enclosure
14588

GM CUSTOMER CARE AND AFTERSALES
DCS3719
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 23, 2015

Subject: 14588 – Special Coverage Adjustment
Engine Cooling Fan Motor

Models: 2011-2015 Chevrolet Caprice
2012-2015 Chevrolet Impala
Equipped as Police Patrol Vehicles (RPO 9C1 or 9C3)

To: All Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New or Used Vehicle Sales
Manager, and Warranty Administrator

General Motors is releasing Special Coverage Adjustment 14588 today. The total number of U.S. vehicles involved is approximately 30,600. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on August 11, 2015.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated July 23, 2015.

Campaign Initiation Detail Report (CIDR)

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES