



# Service Bulletin

Bulletin No.: 19-NA-104

Date: March, 2020

## INFORMATION

**Subject: Steam / Vapor Coming from Front Grille or Radiator Area**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Trucks	2014	2020			All	All
Cadillac							
Chevrolet							
GMC							

<b>Involved Region or Country</b>	North America, Europe, Russia, Middle East, Israel, South America, Japan, China, Thailand, Egypt, Africa
<b>Condition</b>	<p><b>Note:</b> The video above shows an example of the Cadillac XT4 model. On other vehicles, the condition would look similar, except for Chevrolet Corvette on which the steam would be seen leaving the hood vent.</p> <p>Some customers may comment that steam is coming from the front grille at idle, or on seeing vapor coming from the radiator after car washes.</p>
<b>Cause</b>	The cause of the condition may be the result of rain or car wash runoff water reaching the condenser, radiator and fan module (CRFM). The water can become vaporized and, with the right weather conditions, can become visible condensate.
<b>Correction</b>	Please communicate to the customer that the CRFM system is functioning as designed, and this is a normal condition of their vehicle. Please share this information with the customer, including a copy of this bulletin.

<b>Version</b>	3
<b>Modified</b>	<p>Released May 09, 2019</p> <p>June 10, 2019 – Added the 2014-2019 Model Years, all GM Corporate Wide Models, updated the Involved Region or Country section and added a Note to the Condition.</p> <p>February 28, 2020 – Added the 2020 Model Year.</p>

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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