



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

JUN 08 2015

Via USPS Certified Mail and Email

Mr. John Thomas
General Manager
Sands Chevrolet Surprise
16991 W. Waddell Rd.
Surprise, AZ 85388

NVS-215aa
AQ14-001
13V-173

Re: 2nd Request- Audit of Safety Recall Campaign Completion for New Vehicles

Dear Mr. Thomas:

On May 5, 2014, we mailed an information request (IR) letter to Sands Chevrolet Surprise requesting certain information for General Motors (GM) safety recall 13V-173. We understand that your company's response to our letter, dated May 22, 2014, was limited to any GM notices and repairs performed under GM campaign 13136. However, it has come to our attention that GM notified its dealerships under multiple recall bulletins for NHTSA recall number 13V-173. Another GM campaign, labeled "13142," also pertains to this same safety recall and should be included in Sands Chevrolet Surprise's response to our IR letter.

Accordingly, we include with this letter the same IR letter from May 2014 and request that Sands Chevrolet Surprise respond and ensure that all responses pertain to both GM campaign numbers 13136 and 13142.

Sands Chevrolet Surprise's failure to respond promptly and fully to this letter could subject Sands Chevrolet Surprise to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) The Vehicle Safety Act, as amended, 49 U.S.C. § 30165(a)(3), provides for civil penalties of up to \$7,000 per violation per day, with a maximum of \$35,000,000 for a related series of daily violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond completely, accurately, and in a timely manner to ODI information requests. The maximum civil penalty of \$7,000 per violation per day is established by 49 CFR 578.6(a)(3). The maximum civil penalty of \$35,000,000 for a related series of daily violations of 49 U.S.C. § 30166 is authorized by 49 U.S.C. § 30165(a)(3) as amended by § 31203(a)(1)(B) of the Moving Ahead for Progress in the 21st Century Act, Public Law 112-141.



Sands Chevrolet Surprise's response to the attached letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office **no later than three weeks from the date of this letter**. If Sands Chevrolet Surprise finds that it is unable to provide all of the information requested within the time allotted, Sands Chevrolet Surprise must request an extension from me at (202) 366-0209 no later than five business dates before the response due date. If Sands Chevrolet Surprise is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Sands Chevrolet Surprise then has available, even if an extension has been granted.

If Sands Chevrolet Surprise claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. §1905, Sands Chevrolet Surprise must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended, to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-326, 1200 New Jersey Ave., SE, Washington, D.C. 20590. Sands Chevrolet Surprise is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information is claimed to be confidential has been deleted. Please remember that the words "CONFIDENTIAL BUSINESS INFORMATION" must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 5 U.S.C. § 512.6. If you submit a request for confidentiality for all or part of your response to this IR that is in an electronic format (e.g., CD-ROM), your request and associated submission must conform to the requirements in NHTSA's Confidential Business Information Rule regarding submissions in electronic formats (49 CFR 512.6(c)).

Sincerely,



Jennifer T. Timian, Acting Director
Office of Defects Investigation
Enforcement

Enclosures



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AQ14-001
13V-173

Re: Audit of Safety Recall Campaign Completion for New Vehicles

Dear Mr. Thomas:

The National Highway Traffic Safety Administration (NHTSA) received information suggesting that your dealership sold and delivered at least one new model year (MY) 2013 Chevrolet Malibu vehicle to a customer without having had all required safety recall repairs performed on that vehicle. Specifically, the information suggests repairs required under safety recall number 13V-173 (also referenced as GM campaign 13136 or 13142) were not made prior to delivery to purchasers. This recall concerns certain model year 2012 and 2013 Buick Regal and Lacrosse vehicles and certain model year 2013 Chevrolet Malibu Eco vehicles manufactured from November 16, 2010, through December 4, 2012. These vehicles, equipped with eAssist, may have a condition in which the Generator Control Module (GCM) may not function properly. This could cause a gradual loss of battery charge and the illumination of the malfunction indicator light. If the vehicle continues to be driven, the engine may stall and/or the vehicle may not start. In addition, there may be a burning or melting odor, smoke, and possibly a fire in the trunk.

A dealer's sale and delivery of a new vehicle with a safety recall outstanding is a serious matter and a violation of Federal law to which significant civil penalties could apply. See 49 U.S.C. §§ 30120(i) and 30165. This office has opened an audit query (AQ) investigation and is sending this information request in order to determine whether Sands Chevrolet Surprise (defined below) has complied with the prohibition on sales and delivery of unremedied new vehicles subject to safety recalls.

A copy of the Part 573 Defect and Noncompliance Report that General Motors LLC (GM) submitted to NHTSA, as well as a copy of GM's recall communication to its dealerships, is enclosed with this letter.



DEFINITIONS

Unless otherwise stated in the text, the following definitions and instructions apply to these information requests:

1. "Sands Chevrolet Surprise" means Sands Chevrolet Surprise, including all of its divisions, subsidiaries and affiliated enterprises and its employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Sands Chevrolet Surprise (including all business units and persons previously referred to).
2. The term "GM" means General Motors LLC.
3. The term "communications" is used in the broadest sense of the word and shall mean the exchange, transfer, or relay of any ideas, messages, or information by speech, writing, or other means, whether electronic, paper, or in person.
4. The terms "you" or "your" refer to Sands Chevrolet Surprise.
5. The term "person" includes natural persons, proprietorships, partnerships, firms, corporations, federal, state, and local governments, all departments and agencies thereof, and any other governmental agencies, political subdivisions, groups, associations, or organizations, whether located in the United States or abroad.
6. The terms "relate to" or "relating to" mean constituting, comprising, containing, setting forth, showing, disclosing, describing, explaining, summarizing, concerning, or referring to, directly or indirectly.
7. The terms "explain," "describe in detail," or "state in detail" mean the following:
 - a. Describe fully by reference to underlying facts rather than ultimate facts or conclusions of law or fact.
 - b. Particularize as to:
 - i. The identity of each person involved in each such event, including but not limited to persons employed by Sands Chevrolet Surprise and those persons purporting to act for Sands Chevrolet Surprise;
 - ii. The specific acts of each person participating in each such event;
 - iii. The date and time of each such event;
 - iv. The address and location of each such event; and
 - v. The identity of each person present during each such event.
8. The term "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all

non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), and faxes. For purposes of this request, any document that contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production.

9. "Safety recall 13V-173" means the safety recall GM is conducting through its dealerships to remedy certain model year 2012 and 2013 Buick Regal and Lacrosse vehicles and certain model year 2013 Chevrolet Malibu Eco vehicles manufactured from November 16, 2010, through December 4, 2012. These vehicles, equipped with eAssist, may have a condition in which the Generator Control Module (GCM) may not function properly. This could cause a gradual loss of battery charge and the illumination of the malfunction indicator light. If the vehicle continues to be driven, the engine may stall and/or the vehicle may not start. In addition, there may be a burning or melting odor, smoke, and possibly a fire in the trunk.
10. Other Terms: To the extent that they are used in this information request, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or plural form, have the same meaning as found in 49 CFR 579.4.
11. The singular includes the plural; the plural includes the singular. The masculine gender includes the feminine and neutral genders; and the neutral gender includes the masculine and feminine genders. "And" as well as "or" shall be construed either disjunctively or conjunctively, to bring within the scope of this information request all responses that might otherwise be construed to be outside its scope. "Each" shall be construed to include "every" and "every" shall be construed to include "each." "Any" shall be construed to include "all" and "all" shall be construed to include "any." The use of a verb in any tense shall be construed as the use of the verb in a past or present tense, whenever necessary to bring within the scope of the document request all responses which might otherwise be construed to be outside its scope.

In order for my staff to evaluate whether or not Sands Chevrolet Surprise has complied with the Safety Act's provision that a dealer not sell a recalled vehicle unless the recall remedy has been performed, certain information is required. Pursuant to 49 U.S.C § 30166, please provide numbered responses to the following information requests. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

INFORMATION REQUESTS

Please repeat the applicable request verbatim above each response. After your response to each request, identify the source of the information and indicate the last date the information was gathered.

1. Identify any and all notices or communications Sands Chevrolet Surprise received from GM (including, but not limited to, notifications, service bulletins, stop sales instructions, reports, and letters, whether paper or electronic (such as through any GM interactive network)) concerning safety recall 13V-173. For each notice or communication you identify, state: (a) its date; (b) the date Sands Chevrolet Surprise received it; (c) the type of the notice or communication (e.g., stop sale notice, recall notice, dealer bulletin, etc.); the number of affected units GM identified as within Sands Chevrolet Surprise's possession, if any.

Produce a copy of each notice you received and identified in response to question number 1.

2. Produce copies of all communications, other than those already identified and produced in your response to information request no. 1, between Sands Chevrolet Surprise and GM concerning safety recall 13V-173. For each such communication, state: (a) its date; (b) the date Sands Chevrolet Surprise received it; and (c) the type of the notice or communication (e.g., stop sale notice, recall notice, dealer bulletin, etc.).
3. Identify, by stating the model, model year, and vehicle identification number ("VIN"), each and every new vehicle subject to safety recall 13V-173 of which Sands Chevrolet Surprise did or does have possession from April 22, 2013, through present.

For each vehicle you identify, state the following:

- a. The date on which Sands Chevrolet Surprise took possession of the vehicle;
- b. The disposition of the vehicle (e.g., sold, leased, still in inventory, etc.);
- c. The date of the disposition you identified in (b);
- d. The date on which the vehicle left the possession of Sands Chevrolet Surprise (e.g., delivery date to purchaser);
- e. Whether the recall remedy was performed on the vehicle. "Recall remedy" refers to the inspection and repair procedures GM instructed Sands Chevrolet Surprise to perform under the recall;
- f. The date on which the recall remedy was performed on the vehicle;

- g. The name and address of the entity that performed the recall remedy on the vehicle (e.g., Sands Chevrolet Surprise).

Provide your responses in a table in Microsoft Access or Excel entitled "Vehicles 13V-173."

4. Produce copies of all documents that evidence, substantiate, or are otherwise related to your responses to each item within the scope of Request No. 3. Organize the documents separately by VIN.
5. Provide any additional information Sands Chevrolet Surprise considers important for the agency to consider in reviewing and evaluating Sands Chevrolet Surprise's responses to any of the requests above. As one example, identify any anomalies in the data or documents and explain the reason(s) for those anomalies.

This letter is being sent to Sands Chevrolet Surprise pursuant to 49 U.S.C. § 30166(b), (e), which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports. It constitutes a new request for information.

Sands Chevrolet Surprise's failure to respond promptly and fully to this letter could subject Sands Chevrolet Surprise to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) The Vehicle Safety Act, as amended, 49 U.S.C. § 30165(a)(3), provides for civil penalties of up to \$7,000 per violation per day, with a maximum of \$35,000,000 for a related series of daily violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond completely, accurately, and in a timely manner to ODI information requests. The maximum civil penalty of \$7,000 per violation per day is established by 49 CFR 578.6(a)(3). The maximum civil penalty of \$35,000,000 for a related series of daily violations of 49 U.S.C. § 30166 is authorized by 49 U.S.C. § 30165(a)(3) as amended by § 31203(a)(1)(B) of the Moving Ahead for Progress in the 21st Century Act, Public Law 112-141.

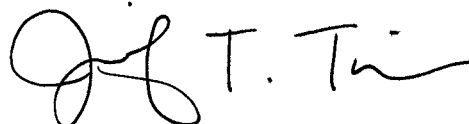
If Sands Chevrolet Surprise cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney client, attorney work product, or other privilege, Sands Chevrolet Surprise does not submit one or more requested documents or items of information in response to this information request, Sands Chevrolet Surprise must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

All documents should be bates stamped unless they are to be provided in Microsoft Access or Microsoft Excel format. This includes documentation that Sands Chevrolet Surprise links electronically to any of the spreadsheets it produces in response to these requests. Unless otherwise stated, please provide documents in chronological order.

Sands Chevrolet Surprise's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office **no later than three weeks from the date of this letter**. If Sands Chevrolet Surprise finds that it is unable to provide all of the information requested within the time allotted, Sands Chevrolet Surprise must request an extension from me at (202) 366-0209 no later than five business dates before the response due date. If Sands Chevrolet Surprise is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Sands Chevrolet Surprise then has available, even if an extension has been granted.

If Sands Chevrolet Surprise claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. §1905, Sands Chevrolet Surprise must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended, to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-326, 1200 New Jersey Ave., SE, Washington, D.C. 20590. Sands Chevrolet Surprise is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information is claimed to be confidential has been deleted. Please remember that the words "CONFIDENTIAL BUSINESS INFORMATION" must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 5 U.S.C. § 512.6. If you submit a request for confidentiality for all or part of your response to this IR that is in an electronic format (e.g., CD-ROM), your request and associated submission must conform to the requirements in NHTSA's Confidential Business Information Rule regarding submissions in electronic formats (49 CFR 512.6(c)).

Sincerely,



Jennifer T. Timian, Acting Director
Office of Defects Investigation
Enforcement

Enclosures



May 3, 2013

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Recall Management Division (NVS-215)
1200 New Jersey Avenue, SE – Room W45-306
Washington, DC 20590

Dear Ms. Lewis:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors to conduct a safety related recall for certain 2012-2013 model year Buick LaCrosse and Regal, and 2013 model year Chevrolet Malibu Eco vehicles, equipped with eAssist.

573.6(c)(1): Buick and Chevrolet Brands of General Motors Company

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2013 model year Buick LaCrosse and Regal, and 2013 model year Chevrolet Malibu Eco vehicles, equipped with eAssist. Some of these vehicles have a condition in which the Generator Control Module (GCM) may not function properly. This could cause a gradual loss of battery charge and the illumination of the malfunction indicator light. If these warnings are ignored, eventually the engine may stall and/or the vehicle may not start. In addition, there may be a burning or melting odor, smoke, and possibly a fire in the trunk.

573.6(c)(6): In May/June 2012, GM Product Engineering identified an increase in warranty cases regarding circuit board shorting in the GCM. Working with the GCM supplier to understand the root cause of the issue, a conditioning screening process was added to the manufacturing process at the supplier on a sample basis.

A technical assessment concluded there could exist an interlayer shorting between the conductive layers of a circuit board within the GCM. It further found that in the rare event that a short occurred in the metal-encased GCM, the short would not cause a fire outside the GCM and it would only cause odor, smoke, and/or soot.

On August 10, 2012, Product Investigations was notified of an increase in warranty cases regarding this issue and an investigation was initiated. On October 5, 2012, GM decided to conduct a Service Update of unsold vehicles to screen them to determine if the GCM needed replacement.



The service procedure was applied to unsold vehicles only and involved stressing the GCM under extreme conditions to identify potential GCM nonconformities.

On October 24, 2012, GM was informed of a vehicle that experienced a fire in the trunk while undergoing the service update screening procedure at a dealership. The product investigation was re-opened, and on November 15, 2012, the service update population was expanded. A stop build / ship order was implemented and all vehicles at the assembly plant were screened prior to shipping.

On March 25, 2013, GM was informed about a fire in a vehicle that previously had the service update performed. The investigation of known field cases was expanded and all potential TREAD records were reviewed.

On or about April 1, 2013, the NHTSA contacted GM regarding TREAD "Flammability" reports involving the subject vehicles. GM provided a summary of the involved field reports on April 12, 2013. On April 25, 2013, GM and NHTSA had a conference call to discuss the status of this issue.

The issue was presented to the Field Performance Evaluation Review Committee and on April 29, 2013, the Executive Field Action Decision Committee decided to conduct a safety recall.

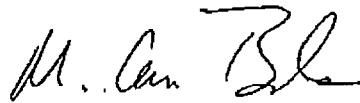
573.6(c)(8): Dealers are to perform the screening process on a certain population of vehicles and/or if necessary, replace the GCM.

GM will provide the dealer bulletin and owner letter mailing dates when available.

Pursuant to 577.11(e), GM does not plan to provide notice about reimbursement to owners because all involved vehicles are covered under the new vehicle warranty.

573.6(c)(10): GM will provide copies of the dealer bulletin and owner letter under separate cover.

Sincerely,



M. Carmen Benavides, Director
Product Investigations and Safety Regulations

573.6(c)(2),(3),(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>	<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Buick	G	2012	13,909	11/16/2010	06/14/2012	LaCrosse *
Buick	G	2013	3,369	03/06/2012	11/15/2012	LaCrosse "
Buick	G	2012	2,449	03/02/2011	08/07/2012	Regal "
Buick	G	2013	796	12/20/2011	12/04/2012	Regal "
Chevrolet	1	2013	22,381	06/21/2011	11/15/2012	Malibu Eco "
GM Total:			42,904			

* All involved vehicles will be corrected as necessary.

573.6(c)(2)(iv): Kokomo Operations GMCH, LLC.
2100 East Lincoln Road
Kokomo, IN 46902-3773 - USA
765-451-8440

The GCM is assembled in Kokomo, IN 46902-3773 - USA

13136



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Loss of Battery Charge – Replace Generator Control Module

MODELS: 2012-2013 Buick LaCrosse, Regal
2013 Chevrolet Malibu Eco
Equipped with eAssist

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Due to part availability, customers will be contacted in phases.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2012-2013 model year Buick LaCrosse and Regal, and 2013 model year Chevrolet Malibu Eco vehicles, equipped with eAssist. Some of these vehicles have a condition in which the Generator Control Module (GCM) may not function properly. This could cause a gradual loss of battery charge and the illumination of the malfunction indicator light. If these warnings are ignored, eventually, the engine will stall and/or the vehicle will not start. In addition, there may be a burning or melting odor, smoke, and possibly a fire in the trunk.

CORRECTION

Dealers are to replace the GCM.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen 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.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

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 recall 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 recall.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts.

Parts can only be ordered from the Product Quality Center (PQC). Orders placed without PQC approval will automatically cancel.

Due to inventory constraints, please do NOT replace generator control modules on unsold vehicles at this time unless they are used for demonstration or loaner purposes.

Part Number	Description	Quantity/Vehicle
24267940	MODULE, GEN CONT (all 2012 MY & 2013 Malibu)	1
24267941	MODULE, GEN CONT (2013 LaCrosse, Regal)	1

SERVICE PROCEDURE

1. Remove Generator Control Module (GCM). Refer to *Generator Control Module Replacement* in SI.
2. Install new GCM. Refer to *Generator Control Module Replacement* in SI.
3. Perform a charging system voltage output test by following one of the 2 options below.
 - Option A: Perform a DC Power Conversion Test. Refer to *DC Power Conversion Test* in SI.
 - Option B: Using the DIC and a voltmeter at the 12V battery, monitor the charging system voltage while a load is applied by turning on the vehicle accessories listed below. Allow vehicle to idle for approximately 15 minutes with the load applied.
 - Head lamps on with high beams
 - Air conditioning set to 78°F (25°C), Eco mode (green snowflake LED), recirc., BiLevel (foot / floor -- do not want Defrost enabled)
 - Cabin blower to high speed
 - Radio on, with sound muted.
 - Heated seats, if equipped
 - Rear defog, it will time out, no need to reinitiate
4. FOR CALIFORNIA VEHICLES ONLY: Install a Recall Identification Label and complete a "Proof of Correction" certificate upon recall completion.

RECALL IDENTIFICATION LABEL – California Vehicles Only

Place a Recall Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Recall Bulletin. Each label provides a space to include the recall number and the five-digit dealer code of the dealer performing the recall service. This information may be inserted with a ballpoint pen.

Put the Recall Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle.

When installing the Recall Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Recall Identification Labels for US dealers can be obtained from Dealer Support Materials by ordering on the web from DWD Store, www.gmglobalconnect.com, and then click on the DWD Store link. Request Item Number S-1015 when ordering.

**COURTESY TRANSPORTATION – For US 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 ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9100038	Replace GCM (inc testing of new module) - Malibu, Regal - LaCrosse	2.5 3.0	N/A

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For 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.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2013 model year Buick LaCrosse and Regal, and 2013 model year Chevrolet Malibu Eco vehicles, equipped with eAssist. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in safety recall 13142.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have a condition in which the Generator Control Module (GCM) may not function properly. This could cause a gradual loss of battery charge and the illumination of the malfunction indicator light. If you continue to drive the vehicle, the loss of battery charge will cause the engine to stall and/or the vehicle will not start. In addition, there may be a burning or melting odor, smoke, and possibly a fire in the trunk.

What will we do?

Your GM dealer will replace the GCM. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 2 hours and 30 minutes up to 3 hours.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

California Residents: The state of California requires the completion of recalls on emission related parts prior to vehicle registration renewal. In addition, the state requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this no-charge recall, your vehicle may be more likely to fail this test. At the time of the recall completion, your dealer will issue you a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your registration as proof of recall completion.

Do you have questions?

If you have 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)
Buick	1-800-521-7300	1-800-832-8425
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	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 13V173.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney
General Director,
Customer and Relationship Services

GM Recall #13142



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Loss of Battery Charge – Inspect Generator Control Module

MODELS: 2012-2013 Buick LaCrosse, Regal
2013 Chevrolet Malibu Eco
Equipped with eAssist

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Vehicles that were involved in Service Update 12238 but have not yet had the repair performed have been transferred to this recall. Vehicles that had parts replaced under Service Update 12238 prior to Nov 15, 2012, have also been transferred to this recall.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2012-2013 model year Buick LaCrosse and Regal, and 2013 model year Chevrolet Malibu Eco vehicles, equipped with eAssist. Some of these vehicles have a condition in which the Generator Control Module (GCM) may not function properly. This could cause a gradual loss of battery charge and the illumination of the malfunction indicator light. If these warnings are ignored, eventually, the engine will stall and/or the vehicle will not start. In addition, there may be a burning or melting odor, smoke, and possibly a fire in the trunk.

CORRECTION

Dealers are to inspect and, if necessary, replace the GCM.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen 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.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared

and will be provided to dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

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 recall 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 recall.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts.

Only a small number of vehicles are expected to require replacement of the generator control module. Parts can only be ordered from the Product Quality Center (PQC) when the service procedure determines that it is necessary to replace the generator control module. Orders placed without PQC approval will automatically cancel.

Note: Approximately 1% of vehicles will require replacement of the Generator Control Module.

Part Number	Description	Quantity/Vehicle
24267940	MODULE, GEN CONT (all 2012 MY & 2013 Malibu)	1 (If Req'd)
24267941	MODULE, GEN CONT (2013 LaCrosse, Regal)	1 (If Req'd)

SERVICE PROCEDURE

Caution: *This service procedure is intended to fully stress the generator control module beyond normal customer use. This stress, in rare cases, may result in smoke and thermal damage to the generator control module. For the extended idle portion of the service procedure (Steps 8 and 12), the vehicle should be located outdoors, with the right rear seat back down, and with the location of the power pack in view of an observer in the left rear seat during the complete idle portion. Do not remove any trim panels. If smoke is observed or smelled, even a trace level, or a popping or unusual noise is heard from the power pack, immediately turn off the engine and exit the vehicle. Continue to observe vehicle for 10 minutes, making sure event has subsided. Connect GDS2 tool, key on to RUN, and acquire freeze frame data from ECM and HPCM. Turn the key to the off position and disconnect 12V battery while vehicle waits for repair.*

Note: Install GDS2 to vehicle. Enter current vehicle make model. Perform a Vehicle Wide DTC check and record any Freeze Frame records. Select Module Diagnostics / HPCM / Data Display / 14V Power Module menu. Leave GDS2 connected and on this menu throughout the drive cycle. If any one of the following DTCs P0CA2, P1AF0 P1B0B P1E0C P1E12 is set, replace the Generator Control Module (GCM). Refer to *Generator Control Module Replacement* in SI.

Note: Perform the Generator Control Module inspection to determine if the Generator Control Module requires replacement. The inspection will take about 3 hours to complete.

- If the generator control module is replaced, it will **not** be necessary to repeat a 3 hour drive cycle. However, a charging system voltage output test must be performed. Complete one of the following tests:
 - Option A: Perform a DC Power Conversion Test. Refer to *DC Power Conversion Test* in SI.
 - Option B: Using the DIC and a voltmeter at the 12V battery, monitor the charging system voltage while a load is applied by turning on the vehicle accessories listed in Step 7 of this bulletin.

Note: Verify the 175 amp fuse torque and APM cable crimp at the UBEC stud end of the cable prior to performing the inspection below.

1. Install GDS2 to vehicle. Start engine and confirm the vehicle has enough fuel for the drive cycle and 2 hour idle test. A quarter-tank of fuel is required to complete the test. Add fuel as required.
2. If the Service Hybrid System DIC message is displayed at any time, follow service instructions in SI for the particular DTC or tell tale that is set.
3. Change the driver information center to show Power Flow Display or use center console display.
4. Set parking brake and place shifter in Neutral position. Increase engine speed to 2,000 RPM.
5. Run in this mode until battery shown in Power Flow Display is completely filled.
6. Shift back to Park and release parking brake.
7. Turn on 12V loads.
 - Head lamps on with high beams
 - Air conditioning set to 78°F (25°C), Eco mode (green snowflake LED), recirc., BiLevel (foot / floor -- do not want Defrost enabled)
 - Cabin blower to high speed
 - Radio on, with sound muted.
 - Heated seats, if equipped
 - Rear defog, it will time out, no need to reinitiate
8. Allow vehicle to idle for approximately 15 minutes.
9. Perform drive cycle maintaining high 12V loads and air conditioning settings specified in Step 7.

10. The drive cycle should contain the following maneuvers.
 - Perform at least 10 moderate to heavy accelerations followed by, brake regen events, with 15% brake apply (light to moderate). Perform these tasks from a vehicle speed of greater than 30 mph (50 km/h) down to at least 5 mph (8 km/h).
 - Perform at least 3 key off / key on cycles with a 2 minute off time, spread out throughout drive cycle. Note: you will need to turn high beams and heated seats back on after each key cycle.
11. Return vehicle to dealership (testing continues outside). Set parking brake and place shifter in Neutral and operate engine at 2,000 RPM until hybrid battery display shows full.
12. Place shifter in Park, release parking brake, and allow vehicle to idle for 2 hours with the following 12V loads on:
 - Head lamps with high beams
 - Cabin blower on highest setting
 - Air conditioning set to 78 deg. F (25 deg. C), Eco mode (green snowflake LED), recirc., Bi Level (foot / floor -- do not want Defrost enabled)
 - Heated seats on high
 - Windows up
 - Radio on, with sound muted
 - 4 way flashers on
 - Dome lights on
13. Turn off engine and all 12 V loads, headlamps, dome lamps, and hazard lamps. Wait 2 minutes, then restart engine.
14. If the Service Hybrid System DIC message is displayed at any time, follow service instructions in SI for the particular DTC or tell tale that is set.
15. FOR CALIFORNIA VEHICLES ONLY: Install a Recall Identification Label and complete a "Proof of Correction" certificate upon recall completion.

RECALL IDENTIFICATION LABEL – California Vehicles Only

Place a Recall Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Recall Bulletin. Each label provides a space to include the recall number and the five-digit dealer code of the dealer performing the recall service. This information may be inserted with a ballpoint pen.

Put the Recall Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle.

When installing the Recall Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Recall Identification Labels for US dealers can be obtained from Dealer Support Materials by ordering on the web from DWD Store, www.gmglobalconnect.com, and then click on the DWD Store link. Request Item Number S-1015 when ordering.

**COURTESY TRANSPORTATION – For US 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 ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9100017	Inspect GCM – No Further Action Req'd	3.0	*
9100018	Inspect & Replace GCM (inc testing of new module)		*
	- Malibu, Regal	5.5	
	- LaCrosse	6.0	

* Submit the cost of ¼ tank (15 litres) of gasoline required to perform the test in the Net Item field, not to exceed \$16.00 USD, \$24.00 CAD.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For 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.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2013 model year Buick LaCrosse and Regal, and 2013 model year Chevrolet Malibu Eco vehicles, equipped with eAssist. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in safety recall 13136.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have a condition in which the Generator Control Module (GCM) may not function properly. This could cause a gradual loss of battery charge and the illumination of the malfunction indicator light. If you continue to drive the vehicle, the loss of battery charge will cause the engine to stall and/or the vehicle will not start. In addition, there may be a burning or melting odor, smoke, and possibly a fire in the trunk.

What will we do?

Your GM dealer will inspect and, if necessary, replace the GCM. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection time of 3 hours. If the GCM requires replacement, an additional 2 hours and 30 minutes up to 3 hours will be needed.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

California Residents: The state of California requires the completion of recalls on emission related parts prior to vehicle registration renewal. In addition, the state requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this no-charge recall, your vehicle may be more likely to fail this test. At the time of the recall completion, your dealer will issue you a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your registration as

proof of recall completion.

Do you have questions?

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Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 13V173.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney
General Director,
Customer and Relationship Services

GM Recall #13136