

GM SERVICE AND PARTS OPERATIONS
DCS2097
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 15, 2008

Subject: 08218A - Product Safety Recall
Transmission Damage Due to Engine Shutdown And /
Or First Gear Engagement at Highway Speeds

Models: 2008 Chevrolet Express G-Cutaway and Cargo Vans
2008 GMC Savana G-Cutaway and Cargo Vans
Equipped with 4.8L or 6.0L (RPO LY2, LY6 – VIN C, K) V8 Engine
and 4L80E (RPO MT1) Automatic Transmission and 3.73/4.10
(RPO GT4, GT5) Axle and 65 or 75 MPH (105 or 121 KPH) Governor
(RPO 9D7)

To: All Chevrolet and GMC Dealers

Attention: Service Manager, Parts Manager and
Warranty Administrator

General Motors announced Product Safety Recall 08218 on July 11, 2008 via GM Administrative Message WIR20080538.

This bulletin is being revised to add vehicles to the recall. Please discard all copies of bulletin 08218, issued July, 2008.

Mailing Information

Customer notification letter mailing will begin on August 22, 2008.

GM Vehicle Inquiry System (GMVIS)

GMVIS information will be available on August 15, 2008.

Service Information System (SI)

Bulletin 08218A will be available in SI on August 16, 2008.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in GM DealerWorld on August 15, 2008.

**PLEASE CLICK ON THE MESSAGE ATTACHMENT
TO VIEW OR PRINT THE BULLETIN**

END OF MESSAGE
GM SERVICE AND PARTS OPERATIONS



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Transmission Damage Due to Engine Shutdown And / Or First Gear Engagement at Highway Speeds

MODELS: 2008 Chevrolet Express G-Cutaway and Cargo Vans
2008 GMC Savana G-Cutaway and Cargo Vans
Equipped with 4.8L or 6.0L (RPO LY2, LY6 – VIN C, K) V8 Engine and 4L80E (RPO MT1) Automatic Transmission and 3.73/4.10 (RPO GT4, GT5) Axle and 65 or 75 MPH (105 or 121 KPH) Governor (RPO 9D7)

THIS BULLETIN IS BEING REVISED TO ADD VEHICLES TO THE RECALL. PLEASE DISCARD ALL COPIES OF BULLETIN 08218, ISSUED JULY 2008.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2008 model year Chevrolet Express and GMC Savana G-Cutaway one way rental fleet and Cargo van model vehicles, equipped with a 4.8L or 6.0L (RPO LY2, LY6 – VIN C, K) V8 engine and 4L80E (RPO MT1) automatic transmission and 3.73/4.10 (RPO GT4, GT5) axle and 65 or 75 MPH (105 or 121 KPH) governor. These vehicles have a condition in which the transmission may be damaged due to first gear engagement at highway speeds and then does not transmit power with D4 or R selected. This may be preceded by engine shutdown if the vehicle exceeds the speed governor miles (kms) per hour in certain driving conditions. The vehicle may be stranded on or near a highway, increasing the risk of a crash.

If the engine has shutdown, it can be restarted. In some cases, the transmission will not function in any gear. In most cases, if the driver shifts to a lower gear, the vehicle will have a limited operating capability, depending on loads and the extent of transmission damage.

CORRECTION

Dealers are to reprogram the Transmission Control Module (TCM) and Engine Control Module (ECM).

VEHICLES INVOLVED

Involved are **certain** 2008 model year Chevrolet Express and GMC Savana G-Cutaway one way rental fleet and Cargo van model vehicles, equipped with a 4.8L or 6.0L (RPO LY2, LY6 – VIN C, K) V8 engine and 4L80E (RPO MT1) automatic transmission and 3.73/4.10 (RPO GT4,

GT5) axle and 65 or 75 MPH (105 or 121 KPH) governor, and built within these VIN breakpoints:

Year	Division	Model	From	Through
2008	Chevrolet	Express	81112146	81210837
2008	GMC	Savana	81116127	81913685

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the system(s) below. Not all vehicles within the above breakpoints may be involved.

- GM dealers should use GMVIS.

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 through the applicable system listed below. Dealers will not have a report available if they have no involved vehicles currently assigned.

- US GM dealers - GM DealerWorld Recall Information
- Canadian GM dealers - GMinfoNet Recall Reports

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.

CALIBRATION INFORMATION

Do not attempt to order the calibration number from GMSPO. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) or Tech 2[®] scan tool and TIS2WEB with the calibration update. Use **TIS2WEB** data version **8.0 for 2008 on or after 07/30/08** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

SERVICE PROCEDURE

Important: Verify that the 12-volt battery has a battery charge of 12 to 16 volts. The battery must be able to maintain a charge during programming. Only use approved Midtronics 165-PCS charger or equivalent to maintain proper battery voltage during programming. The J2534 MDI will reprogram the modules in less time than the Tech 2[®] scan tool.

Updated ECM and TCM calibrations are now available to address these concerns. Reprogram the controllers with the updated calibration files using the TIS2WEB Service Programming System (SPS) application.

1. Verify that there is a battery charge of 12 to 16 volts. The battery must be able to maintain a charge during programming. Only use approved Midtronics 165 PCS charger, a fully charged 12V jumper, or booster pack disconnected from the AC voltage supply to maintain proper battery voltage during programming.
2. Reprogram both the engine control module (ECM) and transmission control module (TCM). Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.

3. Select J2534 MDI or Tech 2® Legacy Pass-Thru and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.
4. Select ECM Engine Control Module from the Supported Controllers screen.
5. Follow the on-screen instructions for programming the ECM.

NOTE: If TIS2WEB indicates that the vehicle had previously received the latest ECM and TCM calibration updates, and no further reprogramming is required, submit administrative labor claim V1839 to close this recall.

5.1 Module -- Select Engine Operation

5.2 Select -- ECM. Description: New calibration to ensure proper downhill mode operation

6. Using the MDI or Tech 2®, clear all DTCs if required.
7. Select TCM Transmission Control Module from the Supported Controllers screen.
8. Follow the on-screen instructions for programming TCM.

8.1 Module – Transmission

8.2 Select -- TCM. Description: New calibration to normalize first gear downshift.

9. Using the MDI or Tech 2®, clear all DTCs if required.

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. GM dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

CLAIM INFORMATION

Submit a Product Recall Claim with the information indicated below:

Repair Performed	Part Count	Part No.	Parts Allow	CC_FC	Labor Op	Labor Hours
Reprogram TCM and ECM.	N/A	--	N/A	MA-96	V1838	0.6
Administrative time for closing previously ECM and TCM reprogrammed VIN.	N/A	N/A	N/A	MA-96	V1839	0.2

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

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).

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

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.



August 2008

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** 2008 model year Chevrolet Express and GMC Savana G-Cutaway one way rental fleet and Cargo van model vehicles, equipped with a 4.8L or 6.0L V8 engine, 4L80E automatic transmission, 3.73 or 4.10 axle and 65 or 75 MPH (105 or 121 KPH) governor. 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.

I M P O R T A N T

- Your vehicle is involved in safety recall 08218A
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

These vehicles have a condition in which the transmission may be damaged due to first gear engagement at highway speeds and then does not transmit power with D4 or R selected. This may be preceded by engine shutdown if your vehicle exceeds the speed governor miles (kms) per hour in certain driving conditions. Your vehicle may be stranded on or near a highway, increasing the risk of a crash.

If the engine has shutdown, it can be restarted. In some cases, the transmission will not function in any gear. In most cases, if you shift to a lower gear, the vehicle will have a limited operating capability, depending on loads and the extent of transmission damage.

What will we do?

Your GM dealer will reprogram the Transmission Control Module (TCM) and Engine Control Module (ECM). 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 30 minutes.

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. Bring the enclosed customer reply form with you when you visit your dealer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

Drivers should use the transmission and brakes to keep the vehicle speed below the 65 or 75 miles (105/121 kms) per hour governor, or the posted speed limit, whichever is lower.

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. More information about this recall can be found at the Owner Center at MyGMLink, <http://www.gm.com/recall>.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Guam	1-671-648-8450	
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>.

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

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
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