

GM SERVICE AND PARTS OPERATIONS  
DCS2085  
URGENT DISTRIBUTE IMMEDIATELY

Date: July 28, 2008

Subject: 08244 – Product Safety Bulletin  
Transfer Case Inspect/Replace

Models: 2008 Chevrolet 1500 AWD Express  
2008 GMC 1500 AWD Savana

To: Chevrolet and GMC Dealers

Attention: General Manager, Sales Manager, Service Manager,  
Parts Manager and Warranty Administrator

General Motors is announcing Product Safety Bulletin 08244 today. The total number of vehicles involved is 168. Please see attached bulletin.

**Customer Letter Mailing**

Customer Letter Mailing will begin on August 15, 2008.

**Service Information System (SI)**

Bulletin 08244 will be available in SI on August 1, 2008.

**GM Vehicle Inquiry System (GMVIS)**

GMVIS information will be available on July 29, 2008.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available on August 8, 2008.

**CLICK ON THE MESSAGE ATTACHMENT BELOW  
TO VIEW OR PRINT THE DOCUMENT**

END OF MESSAGE  
GM SERVICE AND PARTS OPERATIONS



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Transfer Case – Inspect / Replace

**MODELS:** 2008 Chevrolet 1500 AWD Express  
 2008 GMC 1500 AWD Savana

### 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 model vehicles, equipped with All Wheel Drive (AWD). Some of these vehicles have transfer cases that were manufactured with an incorrect part that can cause early failure of a drive chain. If the chain breaks, shifting the transmission to “Park” may not keep the vehicle stationary. If the vehicle is parked on an incline or bumped, it may roll and strike a person, object, or vehicle without warning, and cause personal injury.

Breakage of the chain will cause a loud noise and result in a delayed response when the driver shifts into a drive gear and presses the accelerator.

### CORRECTION

Dealers are to inspect the transfer case date code and, if necessary, replace the transfer case.

### VEHICLES INVOLVED

Involved are **certain** 2008 model year Chevrolet Express and GMC Savana model vehicles, equipped with All Wheel Drive (AWD) and built within these VIN breakpoints:

Year	Division	Model	From	Through
2008	Chevrolet	Express	81198452	81215551
2008	GMC	Savana	81212252	81214428

**Important:** Dealers are to confirm vehicle eligibility prior to beginning repairs by using GM Vehicle Inquiry System (GMVIS). Not all vehicles within the above breakpoints may be involved.

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/Saturn/Saab dealers/retailers - GMinfoNet Recall Reports
- Export dealers - sent directly to 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 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.

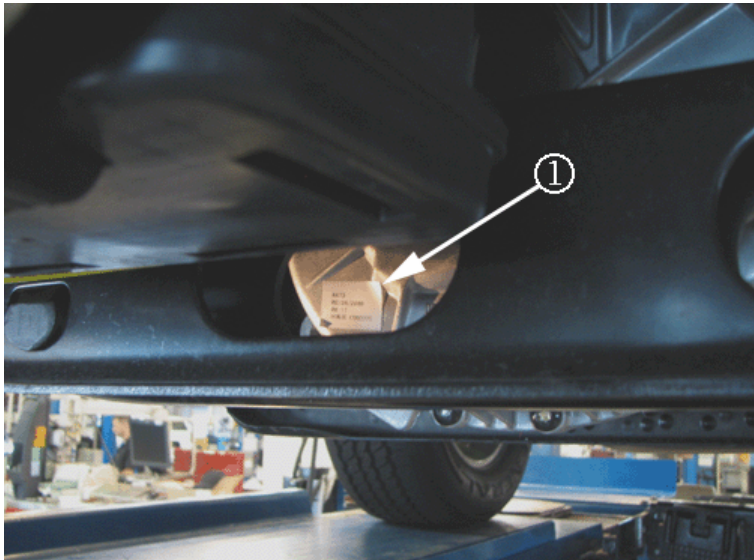
### PARTS INFORMATION

Refer to 'Service Procedure'.

**Important: Due to the small number of vehicles involved, and due to the inspection requirement, parts should only be ordered from the Product Quality Center (PQC) when inspection determines that it is necessary to replace the transfer case.**

### SERVICE PROCEDURE

1. Raise and support the vehicle. Refer to Lifting and Jacking the Vehicle in SI.



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2. Locate and inspect the transfer case date sticker. The transfer case date sticker is located on the back of the transfer case (1) near the left (driver side) front of the torsion bar mounting bracket.
  - 2.1 If the date code, located on the second line of the sticker, indicates **06/18/2008** or **06/20/2008**, continue to step 3 and replace the transfer case.
  - 2.2 If the date code is **not** 06/18/2008 or 06/20/2008, the transfer case is okay. No further action is required.
3. If the inspection determines that a transfer case replacement is required, contact the Product Quality Center (PQC) and request a transfer case. The full 17-character VIN, the date code from the transfer case date sticker, and the 08244 bulletin reference number will be required when ordering.

**Caution:** The new transfer case contains ATF fluid. To avoid spillage when removing from the shipping container, do not tilt the transfer case excessively in the direction of the clear/white shipping cap. Do not destroy the container as it can be reused to ship the removed transfer case to the WPC. Check fluid levels after installation.

4. Refer to SI and replace the transfer case. All removed transfer cases should be held until a Warranty Parts Center (WPC) request for return is received. **DO NOT SHIP WITHOUT AN OFFICIAL WPC REQUEST.** If you do not receive a WPC Request, contact Annette Quince at 248-371-9939 (for French call the PQC at 1-866-654-7654).
5. Return the removed transfer case to the WPC following the procedures outlined in bulletin 99-00-89-019E, including the draining of fluids.

### 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. Saturn Canada retailers should refer to applicable Home Office letter on this subject.

### 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	Net Item
Inspect the Transfer Case date code. No replacement required.	N/A	N/A	N/A	MA-96	V1845	0.2	N/A
Inspect the Transfer Case date code and replace Transfer Case.	1	--	N/A	MA-96	V1846	1.6	*
Courtesy Transportation for vehicles within the New Vehicle Limited Warranties (US & Canadian GM Dealers)	N/A	N/A	N/A	MA-96	**	N/A	***

\* Submit a parts allowance of \$150.00 in the Net Item column.

\*\* Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual for vehicles within the New Vehicle Limited Warranties.

\*\*\* The amount identified in the "Net Item" column should represent the actual dollar amount for courtesy transportation.

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).

### 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)

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 that relates to motor vehicle safety exists in certain 2008 model year Chevrolet Express and GMC Savana model vehicles, equipped with All Wheel Drive (AWD). 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 08244.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

#### **Why is your vehicle being recalled?**

Some of these vehicles have transfer cases that were manufactured with an incorrect part that can cause early failure of a drive chain. If the chain breaks, shifting the transmission to "Park" may not keep the vehicle stationary. If the vehicle is parked on an incline or bumped, it may roll and strike a person, object, or vehicle without warning, and cause personal injury.

Breakage of the chain will cause a loud noise and result in a delayed response when you shift into a drive gear and press the accelerator.

#### **What will we do?**

Your GM dealer will inspect the transfer case date code and, if necessary, replace the transfer case. 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 approximately 15 minutes or actual transfer case replacement time of one and one half hours, plus time for shipping the new transfer case.

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.

Until this repair is performed, we strongly recommend that you set your parking brake whenever you park your vehicle.

**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  
08244