

## #09275A: Special Coverage Adjustment - Fuel Odor or Spotting on Ground - Replace Fuel Pump Module - (Mar 3, 2010)

**Subject:** 09275A - Special Coverage Adjustment - Fuel Odor or Spotting on Ground - Replace Fuel Pump Module



**Models:** 2006 Chevrolet Cobalt  
2006 Pontiac G4  
2006 Saturn ION

Originally Sold or Currently Registered In Alabama, Arkansas, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, North Carolina, New Mexico, Oklahoma, South Carolina, Tennessee, Texas

2007 Chevrolet Cobalt  
2007 Pontiac G5  
2007 Saturn ION

Originally Sold or Currently Registered In Alabama, Arkansas, Georgia, Hawaii, Louisiana, Mississippi, North Carolina, New Mexico, Oklahoma, South Carolina, Tennessee

This bulletin is being revised to include additional population. Please discard all copies of bulletin 09275, issued January 2010.

### Condition

Some 2006 model year Chevrolet Cobalt, Pontiac G4, and Saturn ION vehicles originally sold or currently registered in Alabama, Arkansas, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, North Carolina, New Mexico, Oklahoma, South Carolina, Tennessee, and Texas; and some 2007 model year Chevrolet Cobalt, Pontiac G5, and Saturn ION vehicles originally sold or currently registered in Alabama, Arkansas, Georgia, Hawaii, Louisiana, Mississippi, North Carolina, New Mexico, Oklahoma, South Carolina, and Tennessee may have a condition in which the plastic supply or return port on the modular reservoir assembly (MRA) may crack. If either of these ports develop a crack, fuel will leak from the area. The customer may notice a fuel odor while the vehicle is being driven or after it is parked. If the crack becomes large enough, fuel may be observed dripping onto the ground and vehicle performance may be affected.

### Special Coverage Adjustment

This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

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Dealers are to replace the fuel pump module. 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 January 28, 2010, 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 January 28, 2010, must be submitted to the Service Contract provider.

## Vehicles Involved

Involved are *certain* 2006 model year Chevrolet Cobalt, Pontiac G4, and Saturn ION vehicles originally sold or currently registered in Alabama, Arkansas, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, North Carolina, New Mexico, Oklahoma, South Carolina, Tennessee, and Texas; and *certain* 2007 model year Chevrolet Cobalt, Pontiac G5, and Saturn ION vehicles originally sold or currently registered in Alabama, Arkansas, Georgia, Hawaii, Louisiana, Mississippi, North Carolina, New Mexico, Oklahoma, South Carolina, and Tennessee and built within the following VIN breakpoints:

Year	Division	Model	From	Through
2006	Chevrolet	Cobalt	67600002	67887446
2007	Chevrolet	Cobalt	77100006	77317713
2006	Pontiac	G4	67600107	67886423
2007	Pontiac	G5	77100025	77317645
2006	Saturn	ION	6Z100002	6Z211250
2007	Saturn	ION	7Z100009	7Z210508

**Important:** Dealers/retailers using the Global Warranty Management (GWM) system are to confirm vehicle eligibility prior to beginning repairs by using the 'Investigate Vehicle History' link on the Global Warranty Management application within GlobalConnect. Special Coverages are displayed in the Applicable Warranties section.

## Parts Information

*GM Only:* Parts required to complete this special coverage are to be obtained from General Motors Service and Parts Operations (GMSPO).

*Saturn Only:* Saturn will not be doing a pre-shipment of parts for this special coverage. Please place orders for the required parts as necessary.

Part Number	Description	Qty/ Vehicle
19168894	Module Kit, F/Tnk F/Pmp (w/o Fuel Lvl Sen) (LE5/L61)	1
19177326	Module Kit, F/Tnk F/Pmp (w/o Fuel Lvl Sen) (LSJ)	1

## 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).

## Service Procedure

1. Remove the fuel pump module. Refer to Fuel Pump Module Replacement in SI.
2. Install a new fuel pump module. Refer to Fuel Pump Module Replacement in SI.

## Claim Information

1. Submit a claim using the table below.
2. Courtesy Transportation - For dealers/retailers using WINS, submit using normal labor code; for dealers/retailers using GWM - submit as Net Item under the repair labor code.

Labor Operation	Description	Labor Time	Net Item
T5734	Install New Fuel Pump Module		N/A
	Cobalt, G5	1.5	
	ION	1.2	
T5735	Customer Reimbursement (not for use by US GM dealers)	0.2	*

\* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

## Customer Reimbursement - For GM Only

All customer requests for reimbursement for previous repairs for the special coverage condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Customer Reimbursement Procedure and Claim Form is included with the customer letter.

**Important:** Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

## Customer Reimbursement - For Saturn Only

All customer requests for reimbursement for previous repairs for this condition are handled by submitting a reimbursement claim form directly to Saturn retailers for processing; however, if customers choose, they may file a claim through the Saturn Customer Assistance Center.

A Saturn Customer Reimbursement Procedure and Claim Form is included with the customer letter.

## Courtesy Transportation

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.

February 2010

Dear General Motors Customer:

As the owner of a 2006 model year Chevrolet Cobalt, Pontiac G4, or Saturn ION vehicle or 2007 model year Chevrolet Cobalt, Pontiac G5, or Saturn ION vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2006 model year Chevrolet Cobalt, Pontiac G4, and Saturn ION vehicles, and some 2007 model year Chevrolet Cobalt, Pontiac G5, and Saturn ION vehicles, operated in areas with warm weather, may have a condition in which the plastic supply or return port on the modular reservoir assembly (MRA) may crack. If either of these ports develop a crack, fuel will leak from the area. You may notice a fuel odor while the vehicle is being driven or after it is parked. If the crack becomes large enough, fuel may be observed dripping onto the ground and vehicle performance may be affected.

*Do not take your vehicle to your GM dealer/retailer 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 fuel pump module. If this condition occurs on your 2006 model year Chevrolet Cobalt, Pontiac G4, or Saturn ION vehicle or 2007 model year Chevrolet Cobalt, Pontiac G5, or Saturn ION vehicle within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 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:* Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer or Saturn retailer. You may want to contact your dealer or retailer 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 or retailer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

*Reimbursement:* The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by February 28, 2011.

If you have any questions or need any assistance to better understand related repairs, please contact your Dealer/Retailer. If you have questions related to a potential reimbursement, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
Saturn	1-800-972-8876	1-800-833-6000

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.

Scott Lawson

Director,

Customer and Relationship Services

Enclosure

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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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