



Recall Bulletin



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Heating and Windshield Defrost Inoperative – Replace Computer Module

MODELS: 2010 Chevrolet Equinox
2010 GMC Terrain

Programming tools have become available that will allow dealers to program radio control assemblies (center instrument panels) at the dealership. Since there are very few of these tools, distribution will be limited. Instructions for using this programming tool can be found in the Service Procedure section of this bulletin. A new labor operation code has also been added to this bulletin for dealership programming.

Discard all copies of bulletin 09298B, issued January 2010.

Due to part availability, this recall is being administered in phases.

Customers are being instructed to provide their VIN when calling to schedule a service appointment. If the vehicle will not be programmed at the dealership, please provide the VIN to the Parts Manager so parts can be ordered and received in time for the service appointment. Parts will be shipped overnight to dealers so please do not order more than 2 days prior to the schedule service appointment date.

CONDITION

General Motors has decided that certain 2010 model year Chevrolet Equinox and GMC Terrain vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 103, "Windshield Defrosting and Defogging Systems", and Standard 101, "Controls and Displays". On these vehicles, software in the center instrument panel can cause the heating, air conditioning, defrost, and radio controls, as well as the panel illumination to become inoperative. Driving without a functioning defrost system can decrease the driver's visibility under certain driving conditions and could result in a crash without warning. Driving without panel illumination can divert the driver's attention while looking for a control.

CORRECTION

Dealers are to replace or reprogram the computer module in the center instrument panel.

VEHICLES INVOLVED

Involved are **certain** 2010 model year Chevrolet Equinox and GMC Terrain vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2010	Chevrolet	Equinox	A6200008	A6272888
2010	GMC	Terrain	A6200578	A6272493

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using GMVIS (dealers using WINS) or the Investigate Vehicle History link (dealers using GWM). 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 to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

PARTS INFORMATION

For dealers using the programming tool: Most repairs will require no parts. There are a small number of vehicles that will not be able to be reprogrammed; for these vehicles, please follow the parts information below. If you have parts currently in your inventory, please return them to Specmo (U.S.) or Mass Electronics (Canada).

For dealers that did not receive a programming tool: A center instrument panel will be required.

Note: Center instrument panels (radio control assemblies) will be shipped overnight to dealers.

Note: Core returns for this recall are to be shipped within 24 hours of receiving the exchange. A prepaid Federal Express overnight label will be included with each exchange. Package the core securely in the original packaging and package inserts provided with the exchange. It is important that the return unit be packaged identically to the exchange unit to prevent damage in shipping. Failure to return the core will result in a charge to the dealer's Open Parts Account. Do not order parts for customer vehicles until they have scheduled an appointment.

U.S. Dealers Only: If the customer is not experiencing any concerns with the center instrument panel (ICS), please contact Specmo Enterprises to arrange for an exchange. If the customer does have ICS concerns, please contact the Technical Assistance Center (TAC) prior to ordering an exchange ICS.

Dealers are to contact Specmo Enterprises via the internet at www.specmo.com/dealers, to arrange for an exchange of the center instrument panel (radio control assembly). Dealers that do not have an account with Specmo will be able to create an account in order to

access the website. Arrange for an exchange by following the prompts. The information below will be required to arrange for an exchange.

- Bulletin number 09298
- VIN

Ontario Dealers Only: Due to a limited inventory, and to avoid backorders, an onsite mobile upgrade is available. Please contact the Client Care Centre at 1-877-410-MASS (6277) to schedule an appointment.

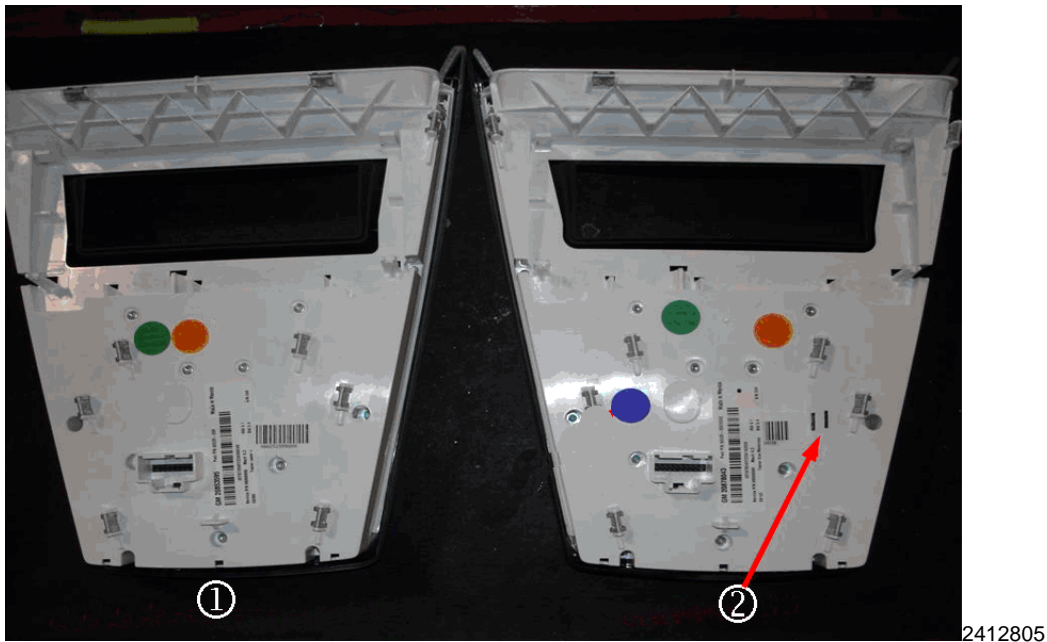
All Other Provinces Excluding Ontario: To arrange for an exchange of the centre instrument panel (radio control assembly), please go to the online order form at www.mass.ca.

SERVICE PROCEDURE

Service Procedure Using the Programming Tool (for dealers that were shipped a programming tool)

Note: Programming is not performed using TIS2WEB SPS; use provided programming tool.

Note: If the customer is NOT experiencing any concerns with the center instrument panel (ICS), reprogram the radio control assembly (center instrument panels) following the instructions below. If the customer does have ICS concerns, please contact the Technical Assistance Center (TAC) prior to programming the radio control assembly (center instrument panels).



(1) First Design Radio Control Assembly (2) Second Design Radio Control Assembly

1. Determine if the radio control assembly is programmable. First Design radio control assemblies are NOT programmable and must go through the Radio Control Assembly Exchange Process.
 - First Design radio control assemblies (1) are NOT programmable. There are NO slots on the backside of the radio control assembly.
 - Second Design radio control assemblies (2) are programmable. They have two slots on the backside of the radio control assembly. If the radio control assembly is a Second Design assembly, proceed to Step 2.



2383879

Caution: Insert a plastic body trim tool between the IP and radio control assembly along the top portion of the radio control assembly as shown in the illustration. DO NOT use a flat-blade screw driver to remove the radio control assembly.

2. Remove the radio control assembly (1). Refer to *Radio Control Assembly Replacement* in SI.



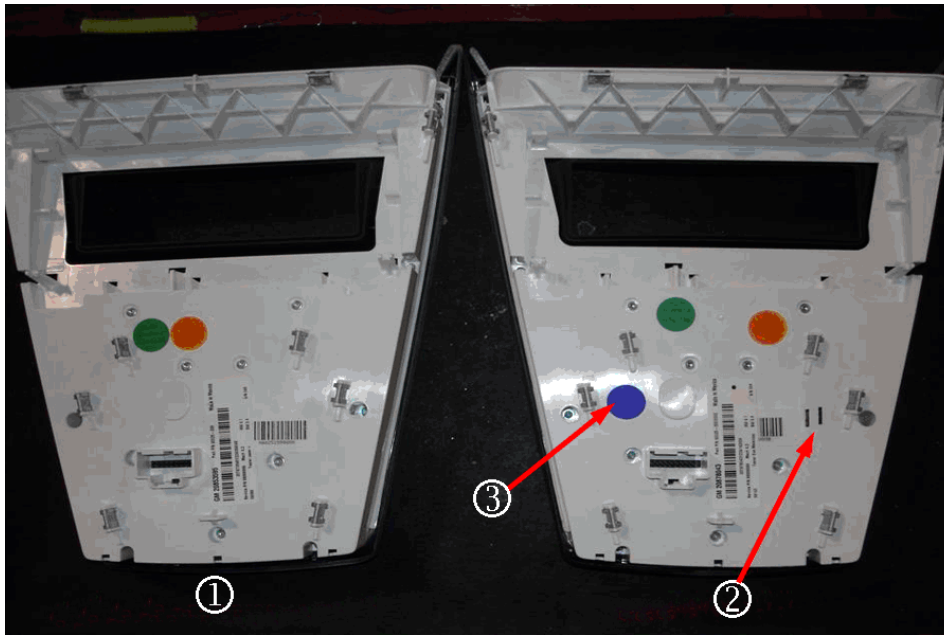
2412806

3. Carefully align the radio control assembly channels to the locating pegs of the programming tool as shown in the illustration.
4. Carefully seat the radio control assembly onto the programming tool.



2412807

- 5. The display area of the programming tool will indicate when the programming event has been completed. The programming tool will read "Programming Successful. Remove module." The programming event takes less than 30 seconds to complete.
- 6. Detach the radio control assembly from the programming tool.



2412808

- 7. Place blue dot (3) on back of the radio control assembly to indicate that the radio control module has been reprogrammed.
- 8. Install the radio control assembly. Refer to *Radio Control Assembly Replacement* in SI.

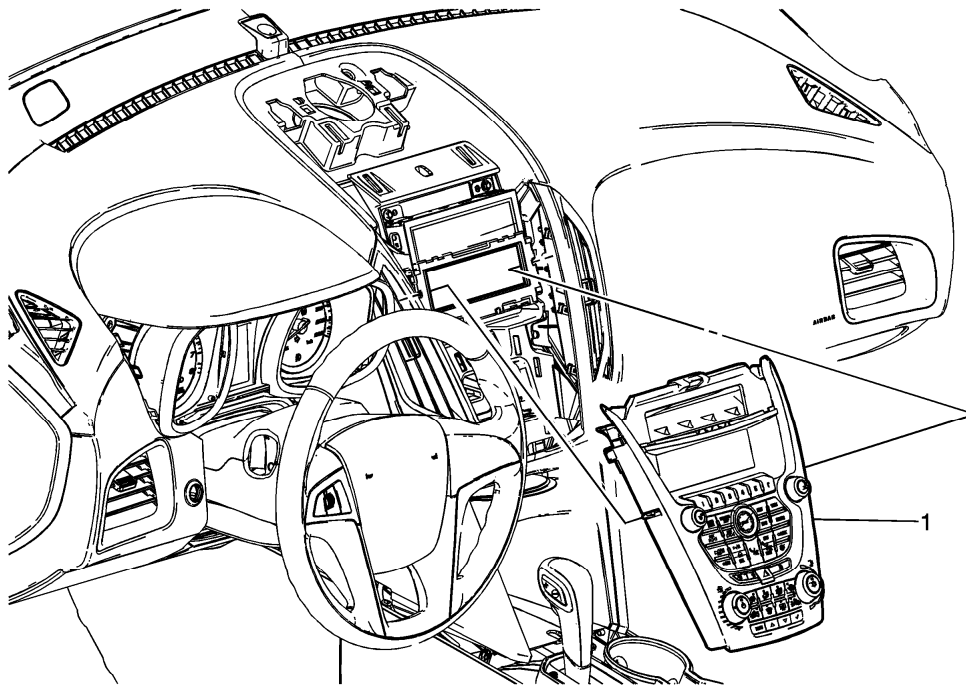
Service Procedure Using the Radio Control Assembly Exchange Process



2383879

Caution: Insert a plastic body trim tool between the IP and radio control assembly along the top portion of the radio control assembly as shown in the illustration. DO NOT use a flat-blade screw driver to remove the radio control assembly.

Note: If the customer is NOT experiencing any concerns with the center instrument panel (ICS), proceed to Step 1 and perform this recall. If the customer DOES have ICS concerns, please contact the Technical Assistance Center (TAC) prior to performing this recall.



2244752

Note: For vehicles without the color touch screen navigation, unsnap and remove the display from the radio control assembly. Do not return the radio display with the radio control assembly.

1. Remove the radio control assembly (1). Refer to *Radio Control Assembly Replacement* in SI.

- Package the radio control assembly and ship it to the exchange center indicated on the prepaid Federal Express overnight label that was enclosed with the exchange unit **within 24 hours**.

Note: Module programming and setup is NOT required when replacing only the radio control assembly.

- Install the radio control assembly. Refer to *Radio Control Assembly Replacement* in SI.

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.

CLAIM INFORMATION

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

Labor Code	Description	Labor Time	Net Item
V2216	Reprogram Radio Control Assembly at Dealership Using Programming Tool	0.3	N/A
V2181	Radio Control Assembly Replacement (not for use when reprogrammed by Masscomp's Mobile Unit)	0.3*	\$25**
V2194	Radio Control Assembly Reprogram by Masscomp's Mobile Unit - CN only	0.0***	N/A

* Dealers using WINS should add 0.2 administrative allowance to the labor time. Dealers using GWM should submit 0.2 hours administrative allowance under Administrative Time.

** Administrative allowance for unit exchange.

*** Dealers are to claim only administrative allowance of 0.2 hours when the radio control assembly is reprogrammed by Masscomp's Mobile Unit. Dealers using WINS should submit 0.2 hours administrative allowance in labor time. Dealers using GWM should submit 0.2 hours administrative allowance under Administrative Time.

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.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your dealership may be subject to a civil penalty for each such sale.

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.

