



File In Section: Product Recalls  
Bulletin No.: 09298B  
Date: January 2010

# Recall Bulletin



## F/CMVSS NONCOMPLIANCE RECALL

**SUBJECT:** Heating and Windshield Defrost Inoperative – Replace Computer Module

**MODELS:** 2010 Chevrolet Equinox  
2010 GMC Terrain

The Service Procedure in this bulletin has been revised to provide additional information on removing the center instrument panel to prevent damage to the panel. Please review the revised service procedure immediately.

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

Due to part availability, this recall is being administered in phases. Dealers will be notified as additional phases are released.

Customers are being instructed to provide their VIN when calling to schedule a service appointment. 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 schedule customer appointments appropriately.

### 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 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

**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](http://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](http://www.mass.ca).

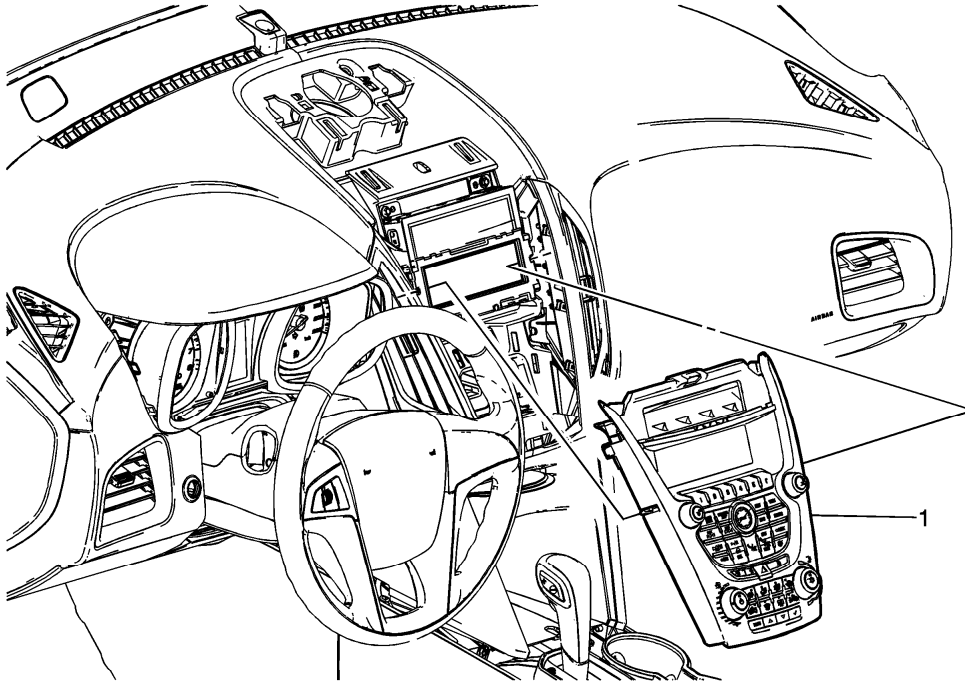
### SERVICE PROCEDURE



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**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.



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**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.
2. 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.

3. 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**

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

| <b>Labor Code</b> | <b>Description</b>   | <b>Labor Time</b> | <b>Net Item</b> |
|-------------------|--|-------------------|-----------------|
| 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.

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 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". As a result, GM is conducting a 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 recall 09298.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The 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 your visibility under certain driving conditions and could result in a crash without warning. Driving without panel illumination can divert your attention while looking for a control.

### What will we do?

Your GM dealer will replace the computer module in the center instrument panel. 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 20 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's 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. **When scheduling your appointment, please provide your dealer with your vehicle's 17-character vehicle identification number (VIN).** Your VIN can be found above your name and address at the top of this letter, and will follow the numbers "09298". Your dealer will need your VIN to order parts for your vehicle so that they will be available on the day of your service appointment.

### 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 your vehicle can be found at the Owner Center at [www.gmownercenter.com](http://www.gmownercenter.com).

| 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  
Director,  
Customer and Relationship Services