



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

March 16, 2010

MS. GAY P. KENT  
DIRECTOR, PRODUCT INVESTIGATIONS  
STRUCTURE & SAFETY INTEGRATION  
GENERAL MOTORS CORPORATION  
30001 VAN DYKE – MAIL CODE 480-210-G11  
WARREN MI 48090-9055

NVS-215dgl  
10V-096

Subject: HEATING VENTILATION & AC CONTROL KNOB FRACTURE

Dear MS. KENT:

This letter serves to acknowledge General Motors' notification to the National Highway Traffic Safety Administration (NHTSA) of a safety noncompliance with Federal Motor Vehicle Safety Standard No. 103, "Windshield Wiping and Washing Systems," in the products described below for which a safety recall campaign shall be conducted pursuant to Federal law.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CHEVROLET/EXPRESS/2009-2010

GMC/SAVANA/2009-2010

**NHTSA Campaign Number:** 10V-096

**Mfg's Report Date:** March 10, 2010

**Components:** VISIBILITY: DEFROSTER/DEFOGGER SYSTEM

**Potential Number of Units Affected:** 9,137

**Summary:**

GENERAL MOTORS IS RECALLING CERTAIN MODEL YEAR 2009-2010 CHEVROLET EXPRESS AND GMC SAVANA VEHICLES FOR FAILING TO COMPLY WITH FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 103, "WINDSHIELD WIPING AND WASHING SYSTEMS." THESE VEHICLES WERE BUILT WITH HEATING, VENTILATION, AND AIR CONDITIONING (HVAC) CONTROL KNOBS THAT MAY FRACTURE AND SPIN ON THE CONTROL SHAFT. THE DRIVER MAY NO LONGER BE ABLE TO CONTROL THE HEATING, COOLING, AND VENTILATION FOR THE VEHICLE.

**Consequence:**

IF THIS CONDITION AFFECTS THE DEFROST SYSTEM WHEN IT IS REQUIRED, IT MAY DECREASE THE DRIVER'S VISIBILITY, AND COULD POSSIBLY RESULT IN A CRASH.

**Remedy:**

DEALERS WILL REPLACE ALL HVAC CONTROL KNOBS FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR BEFORE MARCH 11, 2010. OWNER MAY CONTACT CHEVROLET AT 1-800-630-2438 AND GMC AT 1-866-996-9463 OR AT THE OWNER CENTER AT [WWW.GMOWNERCENTER.COM](http://www.gmownercenter.com).

**Notes:**

GM'S RECALL NO. 10012. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

We have reviewed your proposed owner letter and it meets the requirements of 49 CFR Part 577.

Please provide the following additional information and be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at [Delia.lopez@dot.gov](mailto:Delia.lopez@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to be 'G. Person', with a long horizontal line extending to the right.

George H. Person  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement