



March 10, 2010

Mr. Daniel C. Smith
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Recall Management Division (NVS-215)
1200 New Jersey Avenue, SE – Room W45-306
Washington, D.C. 20590

Dear Mr. Smith:

The following information is submitted pursuant to the requirements of 49 CFR 573.7 as it applies to a determination by General Motors of a noncompliance involving certain 2009-2010 model year Chevrolet Express and GMC Savana vehicles.

573.6(c)(1): Chevrolet and GMC Brands of General Motors LLC

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that certain 2009 and 2010 model year Chevrolet Express and GMC Savana vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 103, Windshield Defrosting and Defogging System. These vehicles were built with heating, ventilation, and air conditioning (HVAC) control knobs that may fracture and spin on the control shaft. If this happens, the driver may no longer be able to control the heating, cooling, and ventilation for the vehicle. If this condition affects the defrost system when it is required, it may decrease the driver's visibility.

573.6(c)(7): GM's determination is based on:

On January 5, 2010, a review of the HVAC module and controls occurred. Information reviewed included: analysis of the knobs returned from the field, warranty data of HVAC module replace and the part chronology. In this timeframe, the supplier also analyzed parts returned from the field. The supplier completed durability bench testing of components in the suspect population and provided test results to GM on February 26, 2010.

The issue was presented to the Field Performance Evaluation Review Committee and on March 3, 2010, the Executive Field Action Decision Committee decided to conduct a noncompliance recall.



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573.6(c)(8): Dealers are to replace all HVAC control knobs.

GM anticipates that the dealer bulletin will be sent March 11, 2010 and owner letters will be mailed on April 12, 2010.

Pursuant to 577.11(e), GM does not plan to provide notice about reimbursement to owners because all involved vehicles are covered under the new vehicle warranty.

573.6(c)(10): GM will provide the dealer bulletin and owner letter when available.

Sincerely,

A handwritten signature in black ink, appearing to read 'G. Kent', with a long horizontal flourish extending to the right.

Gay P. Kent,
Director, Product Investigations
and Safety Regulations

N100012
Attachment

573.6(c)(2)(3)(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM)</u>	<u>INCLUSIVE MANUFACTURING DATES (TO)</u>	<u>DESCRIPTIVE INFO. TO PROPERLY IDENTIFY VEHICLE</u>	<u>EST. NO. W/CONDITION</u>
Chevrolet	G	2009	4,844	05/26/2009	06/10/2009	Express	*
Chevrolet	G	2010	3,213	07/27/2009	08/31/2009	Express	"
GMC	G	2009	451	05/26/2009	06/10/2009	Savana	"
GMC	G	2010	629	07/27/2009	08/31/2009	Savana	"
GM Total:			9,137				

* All involved vehicles will be corrected as necessary.

573.6(c)(2)(iv): The component part that will be replaced to remedy the defect is the HVAC control knobs supplied by Delphi.

Delphi Delco Electronics De Mexico
Ave Fomento Industrial Oriente S/N
Parque Industrial Del Norte
Reynosa, TM 88500, MX
956-228-5155

N100012