



03/11/2010 09:27 AM

To

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Subject Internal notification for: G_0000051313 10012 -
Noncompliance Recall - HVAC Control Knob Fracture

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Date: 03/11/2010

Ref. number: Service / Field Action / G_0000051313

Subject: **10012 - Noncompliance Recall - HVAC Control Knob Fracture**

GM SERVICE AND PARTS OPERATIONS

DCS2377

URGENT - DISTRIBUTE IMMEDIATELY

Date: March 11, 2010

Subject: 10012 - Noncompliance Recall
Heating, Ventilation, and Air Conditioning Control Knob
Fracture

Models: 2009-2010 Chevrolet Express, GMC Savana

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Manager, Parts Manager,
New Car Vehicle Manager, and Warranty Administrator

General Motors is announcing Noncompliance Recall 10012 today. The total number of U.S. vehicles involved is 9,137. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on April 12, 2010.

GMVIS Information

GMVIS information will be available March 11, 2010.

Global Connect (GWM) The “Investigate Vehicle History” (GMVIS 2) link on the Global Warranty Management (GWM) application within GlobalConnect will be updated March 11, 2010.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available March 11, 2010.

END OF MESSAGE

GM SERVICE AND PARTS OPERATIONS
