

GM CUSTOMER CARE AND AFTERSALES

DCS2437

URGENT - DISTRIBUTE IMMEDIATELY

Date: July 6, 2010

Subject: 10216 - Safety Recall  
Voltage Regulator Internal Low Resistance Short

Models: 2010 Chevrolet Express  
2010 GMC Savana

To: All Chevrolet and GMC Dealers and Body Upfitters

Attention: Dealer Operator, General Manager, Service Manager,  
Parts  
Manager, New Vehicle Sales Manager, Used Vehicle  
Sales  
Manager and Warranty Administrator

General Motors is releasing Safety Recall #10216 today. The total number of

U. S. vehicles involved is 2,039. This includes 382 dealer units and 1,657 fleet units. See the attached bulletin for details.

This new bulletin cancels and replaces bulletin #10091B which was issued June 2010 and should be discarded immediately.

The inspection date code that determines a good generator has been changed. Consequently, all vehicles still open under #10091B have been closed and transferred to #10216.

The vehicles involved in #10216 include:

- Additional vehicles built between January 15, 2010 and February 1, 2010.
- All vehicles that were inspected under #10091B and determined to have a good generator must be re-inspected using the revised date code.
- Vehicles that did not have #10091B performed.

### **Customer Notification Letter Mailing**

The customer notification letter mailing for this new recall is scheduled for later in July, 2010. The owners of vehicles that were completed under #10091B without the alternator being replaced (inspection only) will be sent another letter advising that their vehicles need to be re-inspected using the revised date code.

In addition to the customer notification letter mailing, GM will attempt to contact all involved customers via telephone to advise them of this safety concern. If requested, the customer will also be assisted with the scheduling of a service appointment at their dealer of choice.

### **GM Global Connect**

The “Investigate Vehicle History” (GMVIS2) link on the Global Warranty Management application within GM Global Connect will be updated within the next few days. Please hold claims until GMVIS2 is updated.

### **Campaign Initiation Detail Report (CIDR)**

The CIDR will not be available until July 13, 2010. However, a VIN list of all involved vehicles is attached for your reference.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.