

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 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. 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.

### **Important**

- **Your vehicle is involved in recall 10012.**
- **Schedule an appointment with your GM dealer.**
- **This service will be performed for you at no charge.**

### **Why is your vehicle being recalled?**

Your vehicle was built with heating, ventilation, and air conditioning (HVAC) control knobs that may fracture and spin on the control shaft. If this happens, you 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, and could possibly result in a crash.

### **What will we do?**

Your GM dealer will replace all of the HVAC control knobs in your vehicle. 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 15 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 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.

**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).

<b>Division</b>	<b>Number</b>	<b>Text Telephones (TTY)</b>
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