

Letter mailed to additional population.

July 2010

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 a defect that relates to motor vehicle safety exists in certain 2010 model year Chevrolet Express and GMC Savana vehicles equipped with 145 amp generators. As a result, GM is conducting a safety 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 safety recall 10216.
- 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 may have a condition in which the generator may develop an internal short circuit. If this occurs, an open circuit could be created, which would illuminate the generator lamp in the instrument panel. In some cases, the short circuit could eventually generate enough heat to result in an engine compartment fire.

What will we do?

Your GM dealer will inspect your vehicles electrical system and if necessary replace the alternator. 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 time of approximately one hour.

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.

As an important precaution you should take before your vehicle is serviced:

- We strongly recommend you not park your vehicle in a garage, car port, or other structure.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the <VINDivisionName> Customer Assistance Center at <DivCACPhone>.

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

10216

Letter mailed to customers who have had bulletin 10091 performed and it was determined that the generator did not require replacement.

July 2010

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Previously, you brought your vehicle to your GM dealer for Safety Recall 10091, based on the information available at the time, it was determined that your generator did not need to be replaced. However, we have received new information that requires another inspection of your vehicle's electrical system to verify that the generator in your van does not require replacement.

General Motors has decided that a defect that relates to motor vehicle safety exists in certain 2010 model year Chevrolet Express and GMC Savana vehicles. As a result, GM is conducting a safety 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 safety recall 10216.
- 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 may have a condition in which the generator may develop an internal short circuit. If this occurs, an open circuit could be created, which would illuminate the generator lamp in the instrument panel. In some cases, the short circuit could eventually generate enough heat to result in an engine compartment fire.

What will we do?

Your GM dealer will inspect your vehicles electrical system and if necessary replace the alternator. 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 time of approximately one hour.

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