



Recall Bulletin



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Heating, Ventilation, and Air Conditioning Control Knob Fracture

MODELS: 2009-2010 Chevrolet Express
2009-2010 GMC Savana

CONDITION

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, and could possibly result in a crash.

CORRECTION

Dealers are to replace all HVAC control knobs.

VEHICLES INVOLVED

Involved are **certain** 2009 and 2010 model year Chevrolet Express and GMC Savana vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2009	Chevrolet	Express	91165053	91184221
2010	Chevrolet	Express	A1100035	A1105623
2009	GMC	Savana	91167084	91184212
2010	GMC	Savana	A1100005	A1105275

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using GMVIS (dealers using WINS) or the Investigate Vehicle History link (dealers using GWM). Not all vehicles within the above breakpoints may be involved.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PARTS INFORMATION

Parts required to complete this recall are to be obtained from General Motors Service and Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
25922402	Knob, Htr & A/C Cont Temp (Single Knob)	3-9 (As needed based on vehicle build (rear controls, etc.))

SERVICE PROCEDURE

Note: Depending on option content, the vehicle may have one, two, or three sets of HVAC controls. This number of HVAC controls will dictate the replacement of three, six, or nine control knobs. Order 3 knobs (P/N 25922402) to service each set of HVAC controls. Replace all HVAC control knobs. Order the appropriate number of knobs required to replace all of the HVAC control knobs.



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1. Remove the original HVAC control knob by pulling the knob outward, away from the HVAC control.
2. Install a new HVAC control knob.
 - 2.1 Align the flat edge of the knob retainer with the flat on the post.
 - 2.2 Push the knob onto the post.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

CLAIM INFORMATION

1. Submit a claim using the table below.
2. Courtesy Transportation - For dealers using WINS, submit using normal labor code; for dealers using GWM – submit as Net Item under the repair labor code.

Labor Code	Description	Labor Time
V2214	Replace HVAC Knobs	0.2

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a

consequence, if you sell any of these motor vehicles without first performing the recall correction, your dealership may be subject to a civil penalty for each such sale.

DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



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.

I M P O R T A N T

- 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.

Division	Number	Text Telephones (TTY)
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