



File In Section: Product Recalls
Bulletin No.: 10091B
Date: June 2010

Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Voltage Regulator Internal Low Resistance Short

MODELS: 2010 Chevrolet Express
2010 GMC Savana
2500/3500/4500 Series

The Parts Information, Service Procedure, and Claim Information sections in this bulletin have been revised to include additional population. Please review the revised information immediately.

Please discard all copies of bulletin 10091A, issued April 2010.

All unsold inventory Dealer vehicles involved in this safety recall must be inspected and corrected as necessary prior to delivery to a customer. Performing the inspection and, if necessary the repair procedure contained in this bulletin will release those vehicles for sale and delivery.

As an important precaution to prevent possible fire, until the inspection procedure for this recall is completed, all vehicles should have both battery cables disconnected immediately. Until the battery cables are disconnected, do not park these vehicles inside a garage, car port or other structure.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2010 Chevrolet Express and GMC Savana 2500, 3500 and 4500 Series vehicles. Some of these vehicles have a condition in which the generator may develop a low resistance short within the voltage regulator. If this occurs, an open circuit could be created, which would illuminate the generator lamp in the instrument panel, or in some cases, cause an engine compartment fire.

CORRECTION

Dealers are to inspect and, if necessary, replace the generator.

VEHICLES INVOLVED

Involved are **certain** 2010 model year Chevrolet Express and GMC Savana 2500/3500/4500 Series vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2010	Chevrolet	Express 2500/3500/4500	A1129327	A1145608
2010	GMC	Savana 2500/3500/4500	A1128784	A1901915

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Investigate Vehicle History link. 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 Customer Care and Aftersales (GMCC&A). **Please note that only vehicles that do not pass the generator date code inspection will require parts.** Orders should be placed as CSO3 = Customer Special Order Advisory Code 3. This will allow orders to write directly to your Admin PDC. If your Admin PDC does not have inventory it will then automatically refer to a distribution center with inventory for next day delivery.

Part Number	Description	Quantity/Vehicle
20881337	Generator Assembly w / gasoline engine	1
15263859	Generator Assembly w / diesel engine	1
20915902	Generator Assembly w/ K68 HD gasoline engine (K68)	1
20987250	Jumper Harness	1

Note: The jumper harness used in the service procedure is only used to service gasoline engine equipped vehicles that do not pass the generator date code inspection. K68 generators, P/N 20915902, do not require the jumper harness. Shipments of the jumper harnesses were sent to dealers by the Warranty Parts Center (WPC) from March 29, 2010 to April 1, 2010, with the last shipment arriving at dealers April 2. Please utilize the stock that was shipped to you before ordering additional parts from General Motors Customer Care and Aftersales (GMCC&A).

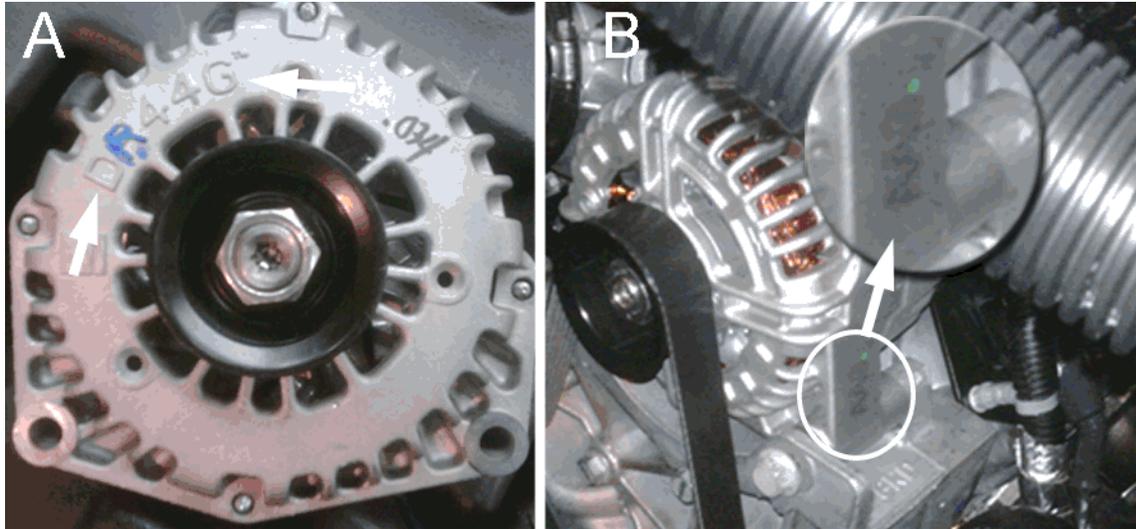
SERVICE PROCEDURE

1. Determine if the vehicle identification number (VIN) is in the table below.
 - If the VIN IS in the table below, proceed to the *Generator Inspection for 190 Vehicles* procedure in this bulletin.
 - If the VIN is NOT in the table below, proceed to the *Generator Inspection for Remaining Vehicles* procedure in this bulletin.

A1139404	A1142122	A1142364	A1142627	A1142853	A1901319
A1141443	A1142153	A1142376	A1142634	A1142862	A1901321
A1141554	A1142155	A1142378	A1142639	A1142863	A1901323
A1141656	A1142162	A1142382	A1142640	A1142864	A1901324
A1141796	A1142166	A1142401	A1142644	A1142868	A1901325
A1141845	A1142180	A1142406	A1142650	A1142874	A1901328
A1141875	A1142192	A1142412	A1142662	A1142881	A1901329
A1141905	A1142196	A1142424	A1142663	A1142896	A1901330
A1141908	A1142198	A1142434	A1142670	A1142897	A1901331
A1141915	A1142200	A1142438	A1142686	A1142902	A1901333
A1141946	A1142203	A1142446	A1142693	A1142909	A1901334
A1141959	A1142215	A1142455	A1142698	A1142910	A1901335
A1141966	A1142217	A1142473	A1142701	A1142914	A1901341
A1141970	A1142236	A1142478	A1142712	A1142918	A1901342
A1141990	A1142246	A1142481	A1142716	A1142929	A1901345
A1141997	A1142250	A1142499	A1142725	A1142932	A1901450
A1141998	A1142256	A1142510	A1142726	A1142942	A1901452
A1142018	A1142264	A1142512	A1142727	A1142944	A1901453
A1142025	A1142268	A1142515	A1142745	A1142956	A1901455
A1142028	A1142271	A1142521	A1142752	A1142981	A1901456
A1142037	A1142276	A1142525	A1142759	A1142982	A1901458
A1142042	A1142285	A1142528	A1142763	A1142989	A1901459
A1142060	A1142293	A1142533	A1142764	A1143014	A1901463
A1142061	A1142310	A1142554	A1142771	A1143028	A1901479
A1142066	A1142314	A1142558	A1142772	A1143030	A1901481
A1142083	A1142319	A1142560	A1142793	A1143031	A1901482
A1142086	A1142323	A1142563	A1142811	A1143086	A1901484
A1142105	A1142328	A1142569	A1142812	A1143087	A1901487
A1142107	A1142338	A1142592	A1142816	A1901297	A1901488
A1142114	A1142341	A1142602	A1142824	A1901308	A1901492
A1142118	A1142343	A1142603	A1142829	A1901312	
A1142119	A1142359	A1142609	A1142851	A1901313	

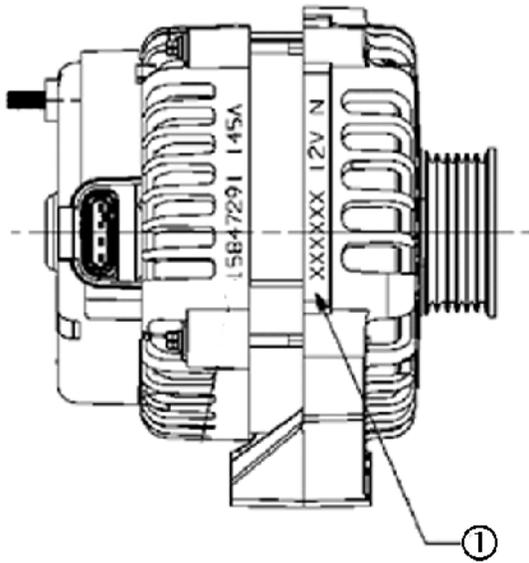
Generator Inspection for 190 Vehicles

The vehicle build record on these 190 vehicles will show the vehicle is equipped with a K68 105 amp generator; however, some of these vehicles may have been built with a KD9/KG3 145 amp generator in error.



1. Determine if the vehicle was built with a KD9/KG3 145 amp generator (A). The KD9/KG3 generator will have DR44G lettering on the casing. Refer to the illustration to determine if the KD9/KG3 145 amp generator is installed on the vehicle.
 - If the vehicle is equipped with a KD9/KG3 145 amp generator (A), remove and discard the generator. Proceed to Step 2.
 - If the vehicle is NOT equipped with a KD9/KG3 145 amp generator, the vehicle will be equipped with a K68 generator. A K68 generator (B) will have an AA4 ink stamped on the left side of the casing. If the vehicle is equipped with a K68 generator, no further action is required.
2. Remove and discard the KD9/KG3 generator. Refer to *Generator Replacement* in SI.
3. Install a K68 generator. Refer to *Generator Replacement* in SI.

Generator Inspection for Remaining Vehicles



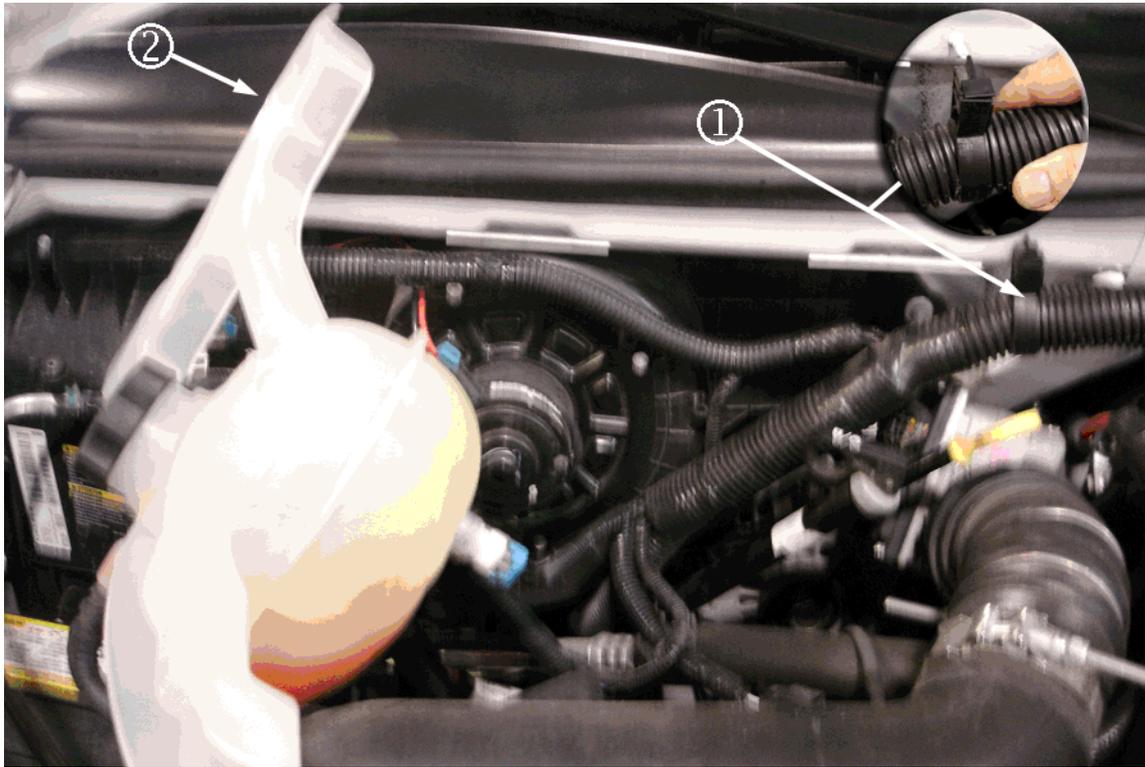
2426929

Generator Build Date Location is at the 11 o'clock position on gasoline engines and at the 2 o'clock position for diesel engines. (1) Gasoline Engine Generator Build Date Location shown.

Note: The first character in the date code identifies which plant that the generator was built. The next two digits are for the day of month the generator was built. The next two characters are for the month that the generator was built. The next two digits are for the year that the generator was built. The last character is for the production cell and shift. An example date code is M 13 DE 10 A. The plant is Mexico. The day of the month is 13, the month is December, and the year is 2010. The production cell and shift is A.

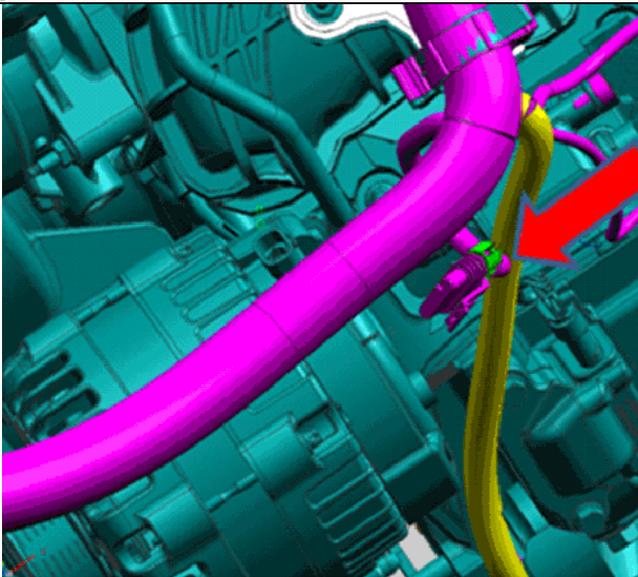
Note: If the vehicle is equipped with an auxiliary generator, INSPECT the generator build date to determine if it must be replaced.

1. Determine build date of the generator. Refer to the illustration for build date location.

Diesel Engines Only

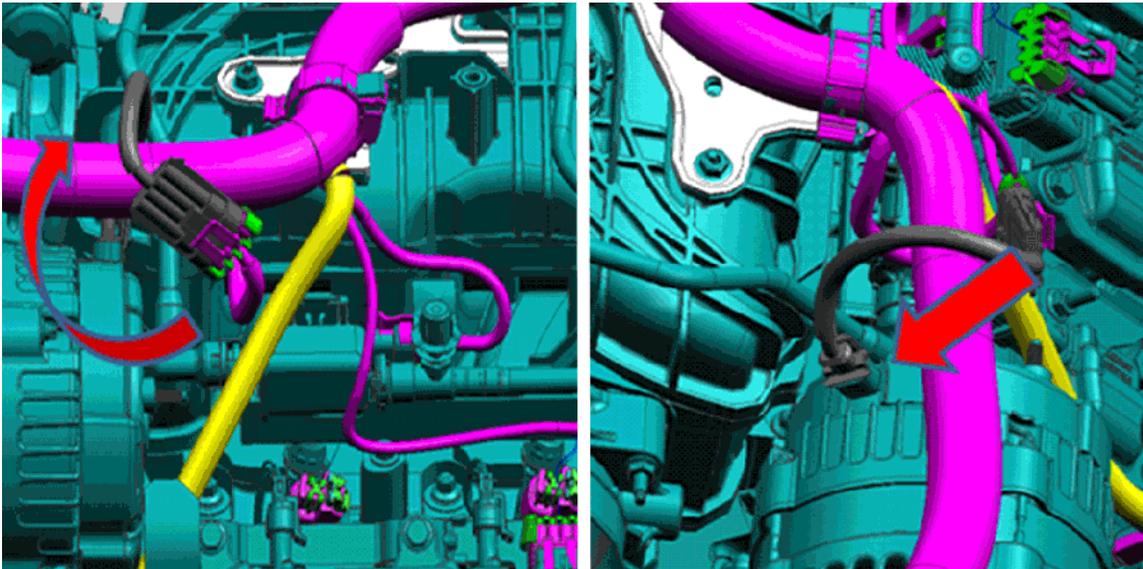
2426927

- A. Disconnect wire harness (1) from the stud as shown in illustration.
 - B. Remove coolant surge tank fastener (2) and set coolant surge tank to the passenger side of engine compartment as shown in illustration.
 - C. Clean generator in the 2 o'clock area with a shop towel.
 - D. Use a pencil to shade the generator build date code.
 - If the generator build date is January 12, 2010 or later, remove the generator and replace it with a new one. Proceed to step 2.
 - If the generator build date is BEFORE January 12, 2010, replacement of the generator is NOT required. No further action is required.
2. Remove the generator and auxiliary generator, if required, from the vehicle. Refer to *Generator Replacement and/or Auxiliary Generator Replacement* in SI.
- Note:** Gasoline Engine ONLY – DO NOT connect the negative battery cable UNTIL steps 4-6 have been completed.
3. Install the new generator. Refer to *Generator Replacement and/or Auxiliary Generator Replacement* in SI.
 - If the vehicle is equipped with a gasoline engine, proceed to step 4.
 - If the vehicle is equipped with a diesel engine, no further action is required.



2426932

4. Route engine harness generator inline below the main branch of engine harness.



2426934

5. Connect the 4-way engine harness connector to the new jumper harness connector, P/N 20987250.
6. Route the jumper harness connector over the main branch of the engine harness and connect the 2-way connector to the generator.

Note: Do not attempt to order the calibration number from GMSPO. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) and TIS2WEB with the calibration update. Use **TIS2WEB** on or after **03/30/10** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided. For step-by-step programming instructions, please refer to SI and the Techline Information System (TIS) terminal.

7. Verify that there is a battery charge of 12 to 16 volts. The battery must be able to maintain a charge during programming. Only use an approved Midtronic 165-PSC charger to maintain proper battery voltage during programming.

Calibration Part Number Table for ECM Programming Event

Description	NPN	Model & Options
Vehicle System Calibration	12641661	All G200300 &L20/L96 & MYD & KG3
Engine Calibrations	12641649	G234334 0506, &L96&MYD &KG3 &NT7/NU4&N15-9B9/9C2/9D7.
	12641650	G237337 0506, &L96&MYD &KG3 &NT7/NU4&N15-9B9/9C2/9D7.
	12641651	G234334 0506, &L96&MYD &KG3 &NT7/NU4&N15 &9B9/9D7.
	12641652	G237337 0506, &L96&MYD &KG3 &NT7/NU4&N15 &9B9/9D7.
	12641653	G300 03, &L96&MYD &KG3 -N15/9B9/9C2/9D7.
	12641654	G300 03, &L96&MYD &KG3 &9B9/9C2/9D7 - N15.
	12641655	G300 03, &L20&MYD &KG3 -N15/9B9/9C2/9D7.
	12641656	G234334 05, &L20&MYD &KG3 &N15-9B9/9C2/9D7.
	12641657	G237337 05, &L20&MYD &KG3 &N15-9B9/9C2/9D7.
	12641658	G300 03, &L20&MYD &KG3 &9B9/9C2/9D7 - N15.
	12641659	G234334 05, &L20&MYD &KG3 & N15 &9B9/9D7.
	12641660	G237337 05, &L20&MYD &KG3 & N15 &9B9/9D7.

8. Reprogram the engine control module (ECM). Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.
 - 8.1 Connect the MDI to the vehicle.
 - 8.2 Select J2534 MDI or J2534 Tech 2® and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.
 - 8.3 Select ECM Engine Control Module from the Supported Controller screen.
 - 8.4 Select "2_Pin_Terminal" from the Prepare Software Selection for Controller: ECM screen. Follow on-screen instructions.
 - 8.5 Using the Tech 2, clear all DTCs if required.

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. GM 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
V2236	Gas Engine - Inspect date code – no further repairs needed	0.2
V2237	Diesel Engine – Inspect date code – no further repairs needed	0.3
V2238	Gas Engine – Inspect date code – replace generator , install jumper , and program ECM	1.8
V2239	Gas or Diesel Engine – Inspect date codes – replace single generator	1.9
	Add - Diesel Engine – Replace auxiliary generator	1.2

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.

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. You should recommend that the customer not park the vehicle in a garage, car port, or other structure. 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.



Letter mailed to customers in Phase 1

March 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 2500/3500/4500 and GMC Savana 2500/3500/4500 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.

I M P O R T A N T

- Your vehicle is involved in safety recall 10091.
- 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

Enclosure
10091

(Letter Mailed to Customers in Phase 2)

June 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 2500/3500/4500 and GMC Savana 2500/3500/4500 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.

I M P O R T A N T

- Your vehicle is involved in safety recall 10091.
- 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 vehicle's 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

Enclosure
10091-2