



File In Section: Product Recalls
Bulletin No.: 10091A
Date: April 2010

Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Voltage Regulator Internal Low Resistance Short

MODELS: 2010 Chevrolet Express
2010 GMC Savana
2500/3500/4500 Series Equipped with 145 Amp Generator (RPO KG3/KD9)

The Parts Information and the Service Procedure sections in this bulletin have been revised. Please review the revised information immediately.

Please discard all copies of bulletin 10091, issued March 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 equipped with a 145 amp generator (RPO KG3/KD9). 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 equipped with a 145 amp generator (RPO KG3/KD9), and built within these VIN breakpoints:

Year	Division	Model	From	Through
2010	Chevrolet	Express 2500/3500/4500	A1129327	A1142523
2010	GMC	Savana 2500/3500/4500	A1128784	A1901915

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.

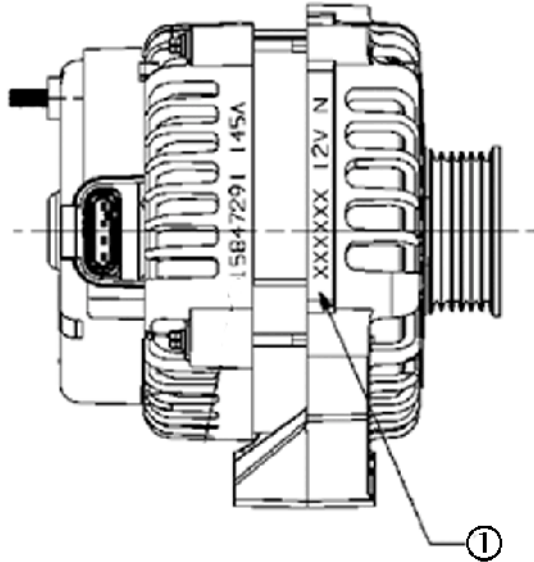
PARTS INFORMATION

Parts required to complete this recall are to be obtained from General Motors 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 engines	1
15263859	Generator Assembly w / diesel engine	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. 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



2426929

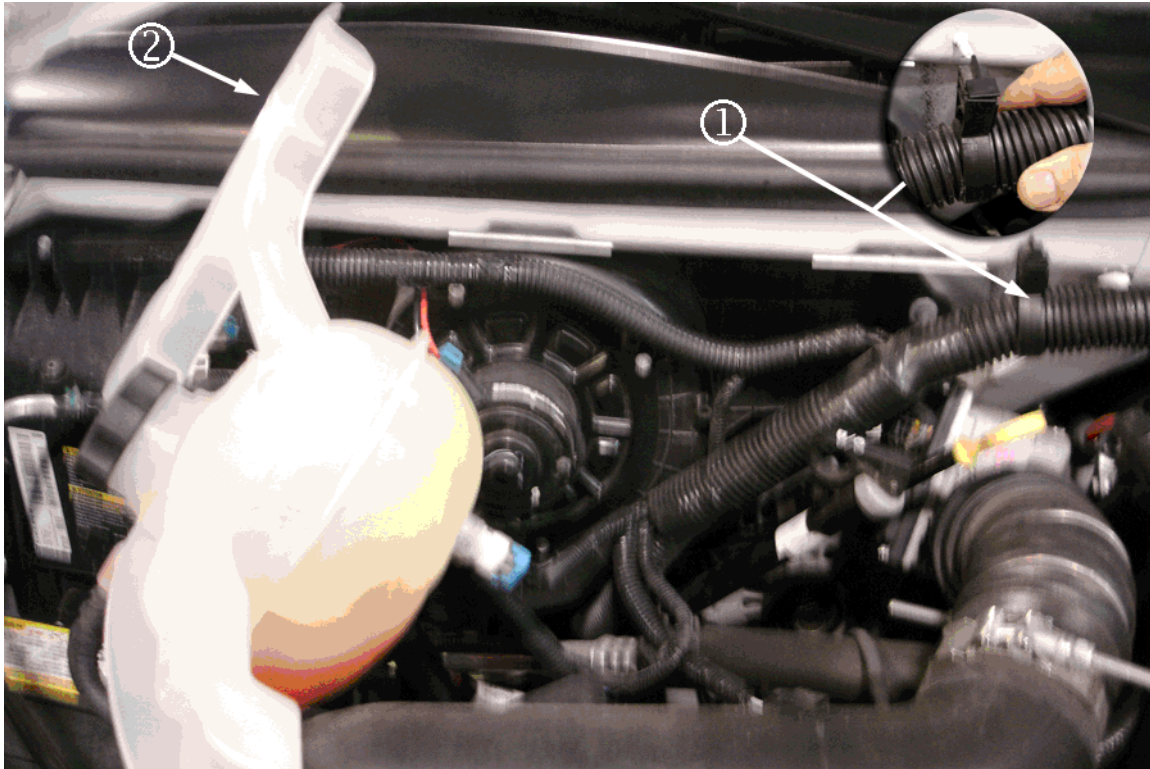
Generator Build Date Location is at the 11 o'clock position on gasoline engines and at the 2 o'clock position for diesel engines. (1) Gasoline Engine Generator Build Date Location shown.

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



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.

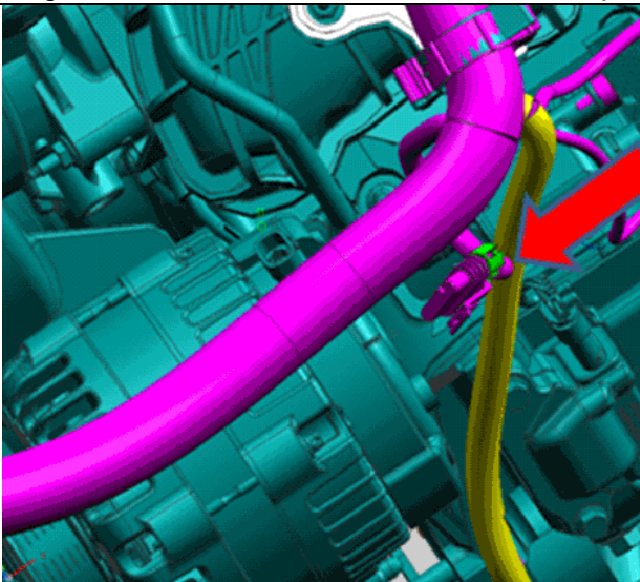
- If the generator build date is January 12, 2010 or later, remove the generator and replace it with a new one. Proceed to step 2.
- If the generator build date is BEFORE January 12, 2010, replacement of the generator is NOT required. No further action is required.

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.

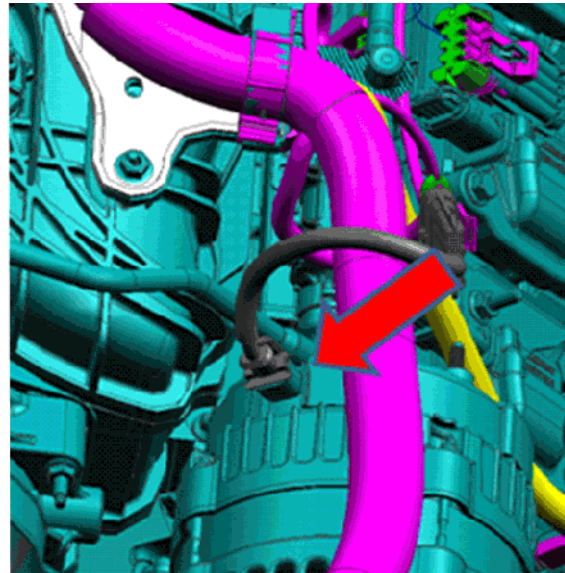
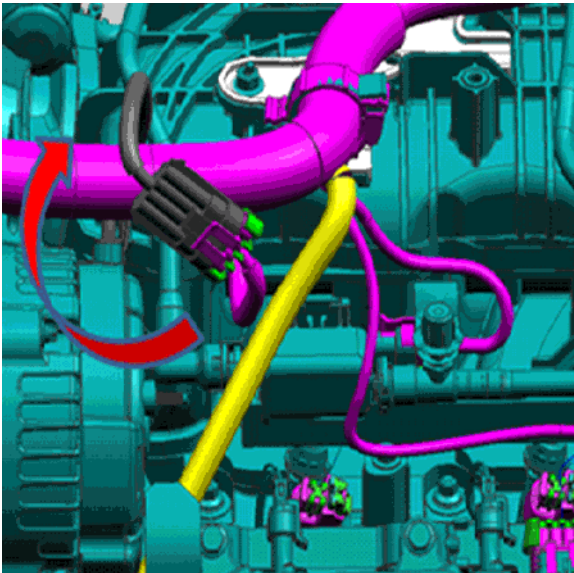
3. Install the new generator. Refer to *Generator Replacement and/or Auxiliary Generator Replacement* in SI.

- 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	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.

