



Recall Bulletin

PRODUCT SAFETY RECALL

SUBJECT: Hood Louver Separation

MODELS: 2006-2010 HUMMER H3
2009-2010 HUMMER H3T

The Parts Information section has been revised. Dow BetaPrime 5404A has been discontinued and is no longer available. Dealers should now use Dow BetaPrime 5504G to perform the required service procedure. No substitutions allowed. Contact numbers for Dow and PGW are also updated. Please discard all copies of bulletin 10088A.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2006-2010 model year HUMMER H3 and 2009-2010 model year H3T vehicles. Some of these vehicles have a condition in which the integral clip-tabs on the hood louver may fracture, causing the hood louver to lose its retention mechanism. As the clip-tabs break, the hood louver may rattle against the hood and become loose. If this indicator is unnoticed, additional clips could fracture and the hood louver could detach from the vehicle. If the vehicle is being driven when this occurs, it could strike a following vehicle and cause injury and/or property damage.

CORRECTION

Dealers are to apply an adhesive to the hood louver (hood air grille panel) to secure it to the hood.

VEHICLES INVOLVED

Involved are **certain** 2006-2010 model year HUMMER H3 and 2009-2010 model year H3T vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2006	HUMMER	H3	68100001	68333274
2007	HUMMER	H3	74325400	74416491
			78100007	78256518
2008	HUMMER	H3	84384849	84480985
			88100001	88232436
2009	HUMMER	H3/H3T	94445639	94494843
			98100001	98161236
2010	HUMMER	H3/H3T	A4491624	A4491628
			A8100001	A8124017

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 locally. Do not order from General Motors Customer Care and Aftersales (GMCCA). The 5504G – Beta Primer and U418 – Urethane Adhesive can be purchased from the following sources;

- **Dow Automotive**

North America

800-441-4369 (toll free)

989-832-1465 (fax)

Europe

00-800-3-694-6367 (toll free)*

Finland: 990-3-694-6367 (toll free)

Italy: 800-783-825 (toll free)

31-11567-2626 (Toll call)

31-11567-4704 (fax)

Asia

800-7776-7776 (toll free)*

603-7965-5392 (toll call)

603-7958-5598 (fax)

* Toll free from Austria, Belgium, Denmark, France, Germany, Hungary, Ireland, The Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, The United Kingdom. All others use toll number.

- **Pittsburgh Glass Works (PGW)**

If you currently have an account with PGW (not tied to the GMSPO account), call 888-774-2886 to order. If you do not have a PGW account, call 800-342-7740.

When ordering, please be sure to use the product descriptions noted below.

Part Number	Description	Quantity/Vehicle
Obtain Locally	Dow BetaPrime 5504G* (use only Dow BetaPrime 5504G to complete this repair. NO substitutions allowed.)	1
Obtain Locally	Dow Urethane Adhesive U-418* or Equivalent Glass-Bonding Urethane Adhesive	1
Obtain Locally	Paint Dauber (standard air grille panel will use one dauber on the hood and one on the air grille panel) (chrome air grille panel will use one dauber on the hood and two daubers on the air grille panel)	2 (Standard Air Grille Panel) 3 (Chrome Air Grille Panel)

* Carefully follow the manufacturer's instructions for safety precautions, product application, and Materials Safety Data Sheet (MSDS).

SERVICE PROCEDURE

Note: If the vehicle has already had the hood grille air panel replaced, this procedure will still need to be performed.

Tools/Materials Required

- Clean Shop Towel
- Masking Tape
- Glass Cleaner or Equivalent Cleaner
- Isopropyl Rubbing Alcohol 99 Percent
- Brush Dauber(s) for Applying Primer
- Caulk Gun (Standard Manual or Electric)
- Tape Measure and Ruler
- Marker
- Protective Gloves

Caution: To avoid damaging the hood air grille panel or retention clips, carefully remove the hood louver (hood air grille panel) following Steps 1-1.4. Ensure that the vehicle parts and products used in this service repair are at a minimum of 15.5 degrees Celsius (60 degrees Fahrenheit) and a maximum of 49 degrees Celsius (120 degrees Fahrenheit).

Caution: Do NOT replace the hood air grille if ONLY a few retention clips are broken. The hood air grille panel can be reused and must be secured to the hood with a glass-bonding urethane adhesive.

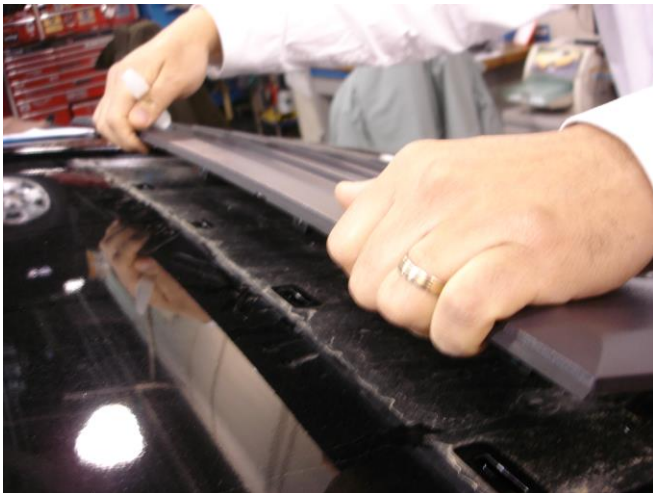
Note: In the future, when servicing a hood air grille, ensure that it is secured to the hood of the vehicle as described in this service procedure. SI will be updated in the near future to include this procedure.

1. Remove the hood air grille panel.



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- 1.1 Insert a plastic body trim tool between the hood and the hood air grille panel at the driver's side corner that is near the windshield. Initially pull the hood air grille panel upward at the corner edge until the hood grille edge separates from the hood.



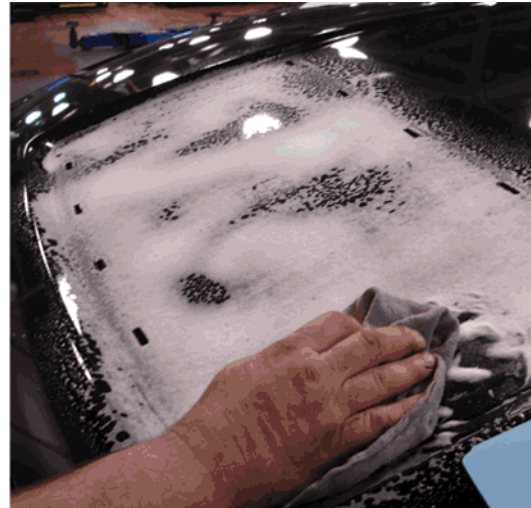
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- 1.2 Continue pulling upward on the hood air grille panel, separating the panel from the hood. Separate the hood air grille panel from the hood beginning on the driver's side corner of the hood air grille panel and finishing on the passenger's side corner of the hood air grille panel.



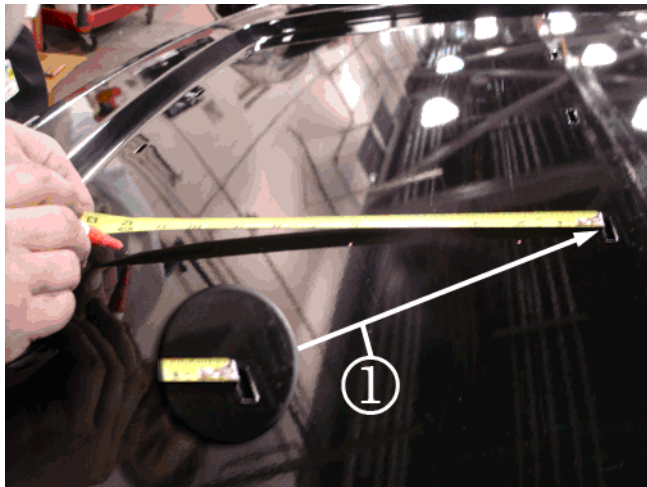
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- 1.3 Complete the removal of the hood air grille panel by separating the hood air grille panel that is near the front edge of the hood. Separate the hood air grille from the hood, beginning on the passenger's side corner of the hood air grille panel and finishing on the driver's side corner of the hood air grille panel.
 - 1.4 Examine the hood air grille panel retention clips. Ensure that 10 clips are present on the backside of the panel. Do not discard broken retention clips.
2. Place the hood air grille panel on a work bench.



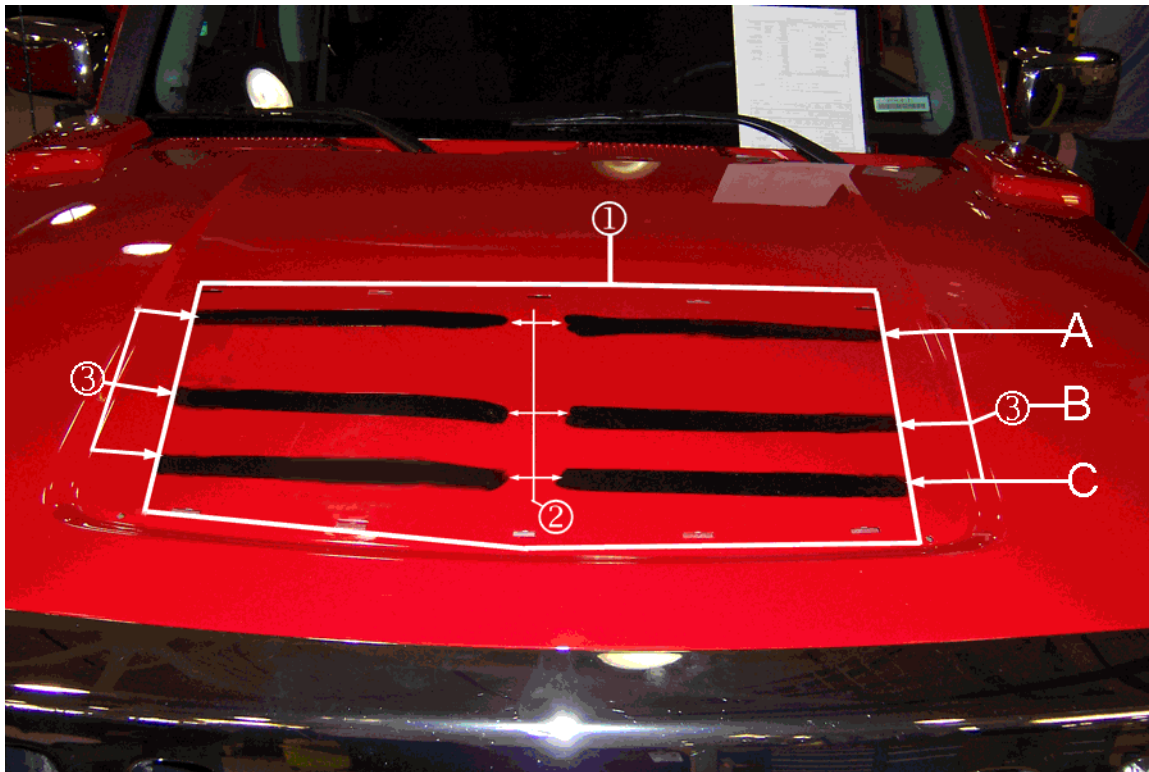
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3. Clean any dirt and debris from the hood in the area that the hood air grille panel resides using a clean and damp shop towel. Use a glass cleaner or equivalent cleaner to remove dirt and debris.
4. Wipe the surface area of the hood in the hood air grille panel location with a clean shop towel and isopropyl rubbing alcohol 99 percent solution.
5. Allow the surface of the hood to dry.



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- 6. Using a tape measure and marker, measure and mark points from the top of the grille hole at 51 mm (2 in), 152 mm (6 in), and 305 mm (12 in). Use the outside top and bottom hood air grille retainer clip retainer slots (1) on the hood as the beginning and end point of the measurement. Refer to illustration.



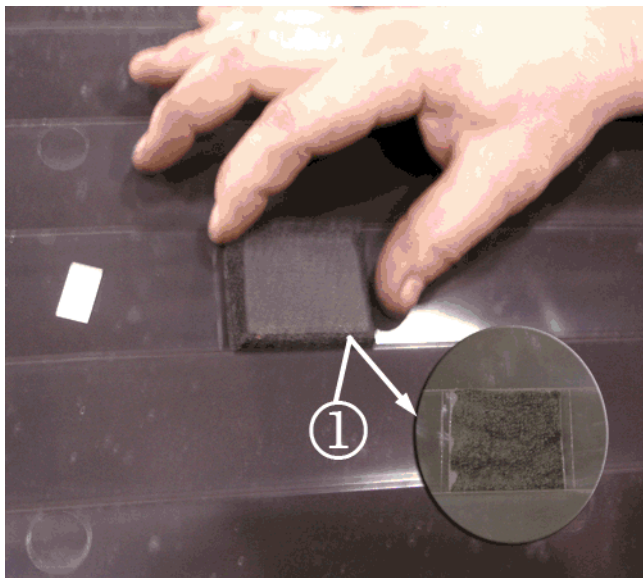
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Caution: Dow BetaPrime 5504G primer will permanently etch the paint surface of the hood. DO NOT apply primer outside the work area of the hood. Use the top and bottom hood air grille retainer clip slots as the work area border. If primer is accidentally applied to paint outside of the work area, IMMEDIATELY clean the area with a shop towel and cleaning solvent such as isopropyl rubbing alcohol 99 percent.

- 7. Create a tape border (1) around the work area of the hood. Refer to illustration.

Note: Before applying Dow BetaPrime 5504G primer to the surface of the hood, vigorously shake the bottle of the primer for one minute. There is an 8 hour limit for open primer containers. Apply the primer with forward strokes from start to finish to maximize the filmbuild. Do NOT "scrub" back and forth with the dauber. The scrubbing action can push the primer as opposed to laying it down, creating thin or low filmbuild areas.

8. Using a dauber, apply a 51 mm (2 in) width path of Dow BetaPrime 5504G primer on the hood in the areas marked on the hood in Step 6. Refer to callout (3) in the illustration. When finished, there should be six 51 mm (2 in) paths of primer. Do NOT apply the Dow BetaPrime 5504G primer to the surface of the hood in the retainer clip slot 2 location. Refer to callouts (2) and (3) in the illustration. Ensure that a centered 51 mm (2 in) width area that spans the length of the retainer clip 2 location does not have primer. The retainer clip 2 location is for water drainage.
9. Discard the dauber.
10. While waiting for the primer on the hood to dry, proceed to Step 11. The hood air grille should be on a clean work bench.



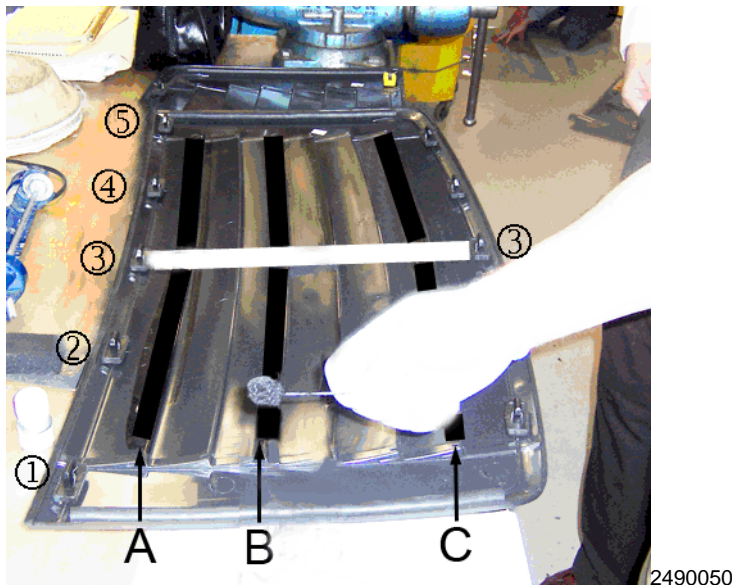
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11. Remove and discard square foam piece (1) from the backside of the hood air grille panel.



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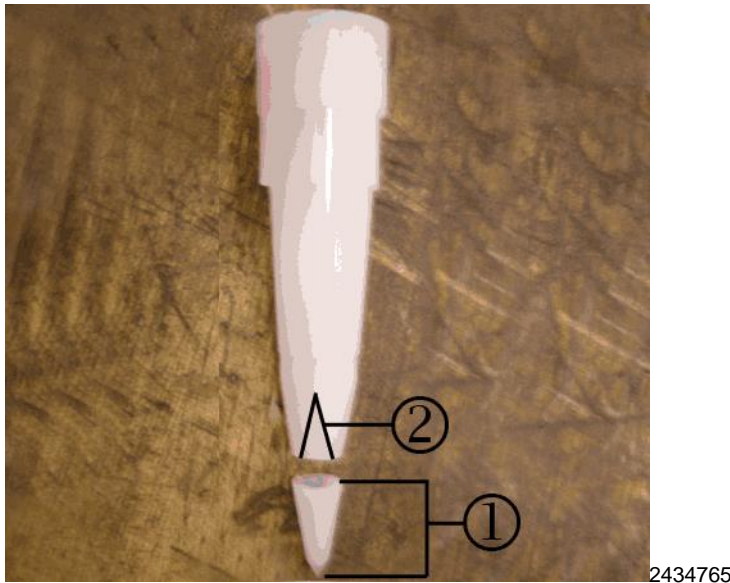
12. Clean the backside of the hood air grille panel with a clean and damp cloth. Use glass cleaner, if required, and a cleaning solvent such as isopropyl rubbing alcohol 99 percent.
13. Allow the hood air grille panel to dry.
14. Using a tape measure and marker, measure and mark points from the top of the grille tab at 51 mm (2 in), 152 mm (6 in) and 305 mm (12 in). Use the outside top and bottom hood air grille retainer clips on the hood as the beginning and end point of the measurement.



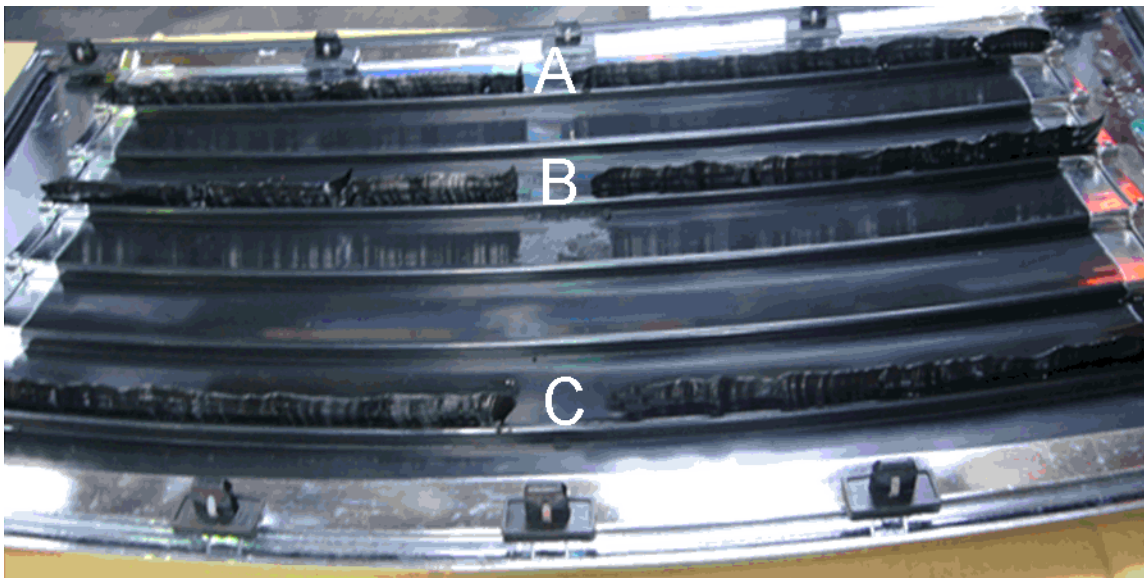
CAUTION: Vehicles equipped with a chrome hood air grille panel require two coats of Dow BetaPrime 5504G primer. To avoid primer contamination, pour some of the primer in a clean container. A new dauber is **REQUIRED** for each primer application. Two daubers must be used to apply the two coats of primer. There are three primer paths (A, B and C). After the first coat of primer has been applied, wait a minimum of 5 minutes **BEFORE** applying the second coat of primer. After the second coat of primer has been applied, **WAIT** a minimum of 5 minutes before applying the urethane adhesive. Vehicles equipped with the standard hood air grille panel (non-chrome) do **NOT** require two coats of primer. Only one dauber is required for the application of primer on standard hood air grille panels.

Note: Before applying Dow BetaPrime 5504G primer to the surface of the grille vigorously shake the bottle of the primer for one minute. There is an 8 hour limit for open primer containers. Apply the primer with forward strokes from start to finish to maximize the filmbuild. Do **NOT** "scrub" back and forth with the dauber. The scrubbing action can push the primer as opposed to laying it down, creating thin or low filmbuild areas.

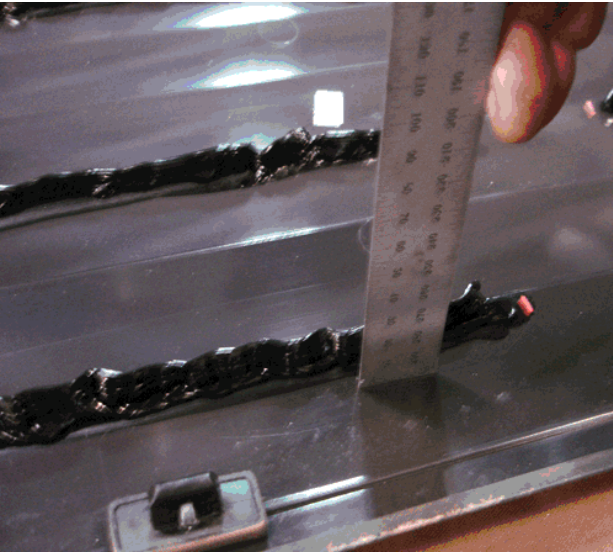
15. Apply a 51 mm (2 in) width path of Dow BetaPrime 5504G primer on the backside of the hood air grille panel in locations (A), (B), and (C) using a new dauber. The primer path should span the length of the panel and end at inside edge of the outside top and bottom hood air grille retainer clips. Do **NOT** apply the primer in the retainer clip 3 location. Ensure that a centered 51 mm (2 in) width area that spans the length of the retainer clip 3 location does not have primer applied to it. The retainer clip 3 location is for water drainage. Use the removed foam square area as a visual reference. Refer to the illustration.
16. Allow the primer on the hood air grille panel to dry. Wait a minimum of 5 minutes **BEFORE** applying the urethane adhesive.



17. Cut approximately 12.5 mm (1/2 in) (1) from the tip nozzle.
18. Cut an 8 mm (5/16 in) base x 14 mm (9/16 in) height triangle shape (2) on one side of the nozzle tip.
19. Remove the bottom cover from the Dow Urethane Adhesive U-418 tube.
20. Pierce the nozzle end of the Dow Urethane Adhesive U-418 tube. Ensure that the opening is wide enough to permit a steady flow of adhesive.
21. Attach the modified nozzle to the Dow Urethane Adhesive U-418 tube.
22. Place the Dow Urethane Adhesive U-418 tube in a caulk gun.
23. Test adhesive application by applying a 152 mm (6 in) bead of adhesive on a piece of cardboard or paper. Repeat the process until the desired bead is achieved.



24. Apply Dow Urethane Adhesive U-418 (or equivalent glass-bonding urethane adhesive) to locations (A), (B), and (C) of the hood air grille panel. Six beads of urethane are required.



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25. Ensure that the six beads of Dow Urethane Adhesive U-418 (or equivalent glass-bonding urethane adhesive) measure a **minimum** of 8 mm (5/16 in) base x 14 mm (9/16 in) height.



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Note: If the broken clip is missing, apply Dow BetaPrime 5504G primer over the retention clip slot. Allow the primer to dry and then apply Dow Urethane Adhesive U-418 (or equivalent glass-bonding urethane adhesive) over the retention clip slot in the hood.

26. Insert the broken retention clips in the correct retention clips slots on the hood, if required.
27. Remove tape from hood.
28. Remove the hood air grille panel from the work bench and install it onto the vehicle.
- 28.1 Align the hood air grille panel retention clips with the retention clip slots on the hood.
- 28.2 Insert the retention clips into the slots on the hood.



28.3 Apply firm and even pressure over the surface of the hood air grille panel.

Warning: Read the instructions below carefully. Failure to allow the proper cure time may result in the hood air grille panel separating from the hood. To avoid personal injury or damage the vehicle, do not return a vehicle to a customer until the proper cure time has elapsed.

- **A repair with a new hood air grille panel or a hood air grille panel with all retention clips intact may be released immediately because the retention clips will secure the hood air grille panel to the hood while the urethane adhesive is curing.**
- **The initial cure time for a hood air grille panel with broken fasteners is a minimum of two (2) hours. After performing the repair, ensure that the vehicle is parked in the dealership service area. Do not park the vehicle outdoors during the initial two-hour cure time. Do not return the vehicle to the customer until the initial cure time has elapsed.**

CUSTOMER REIMBURSEMENT – For GM US

All customer requests for reimbursement of previously paid repairs for the recall condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Customer Reimbursement Procedure and Claim Form is included with the customer letter.

IMPORTANT: (For GM US Only) Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

CUSTOMER REIMBURSEMENT – For Canada and Export

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by May 31, 2011.

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of repair expense(s) that were not reimbursed, a description of the repair, and the person or entity performing the repair.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by WINS or GWM.

IMPORTANT: Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement verification.

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	Net Item
V2253	Hood Grille Service Repair – Dealer Repair	0.8	*
	Add: Chrome Hood Grille	0.2	
V2254	Hood Grille Service Repair - Sublet Repair	0.2**	***
	Add: Dealer provided for movement of vehicle to & from sublet location	0.3	
V2255	Customer Reimbursement (not for use by US GM dealers)	0.2	****

* The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A Dealer net price for parts/supplies needed to perform the required repairs, not to exceed \$25.40 USD, \$25.43 CAD for standard hood grille; \$25.60 USD, \$25.63 CAD for chrome hood grille.

** Administrative allowance for sublet repair.

*** The amount identified in the "Net Item" column should represent the actual charge to repair the hood grille using a sublet repair establishment.

**** The amount identified in “Net Item” should represent the dollar amount reimbursed to the customer.

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. 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.



May 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 2006-2010 model year HUMMER H3 and 2009-2010 model year H3T 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 10088.
- 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 integral clip-tabs on the hood louver may break off, causing the hood louver to lose its retention mechanism. As the clip-tabs break, the hood louver may rattle against the hood and become loose. If this indicator is unnoticed, additional clips could fracture and the hood louver could detach from the vehicle. If the vehicle is being driven when this occurs, it could strike a following vehicle and cause injury and/or property damage.

What will we do?

Your GM dealer will apply an adhesive to the hood louver to secure it to the hood. 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 50 to 60 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.

Did you already pay for this repair?

The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition. Even though you may have already had this condition corrected, you will still need to take your vehicle to your dealer for additional repairs.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance

Center. More information about your vehicle can be found at the Owner Center at www.gmownercenter.com.

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
10088