



File In Section: Product Recalls
Bulletin No.: 11126
Date: May 2011

Recall Bulletin



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Right Rear Brake Hose Contact with Tire/Wheel

MODELS: 2011 Chevrolet Express
2011 GMC Savana
1500 Series

CONDITION

General Motors has decided that certain 2011 model year Chevrolet Express and GMC Savana 1500 Series vehicles may not meet full system performance requirements in Federal/Canada Motor Vehicle Safety Standard 135. Some of these vehicles may have been built with a clearance condition in which the right rear brake hose may contact the tire or wheel rim when the vehicle is driven with a full load over bumpy roads. If the brake hose repeatedly contacts the tire or wheel rim, a perforation could be worn in the brake hose. A slow loss of brake fluid may occur at first and would likely be noticed by the driver as fluid spotting under the vehicle when the vehicle is parked. Depending on the rate of the leak, a driver may notice more brake pedal travel to achieve the desired braking. If enough brake fluid has leaked from the rear brake system, the brake warning light would illuminate in the instrument panel cluster and the rear brakes would not perform optimally. Vehicle stopping could still be achieved with the front brake system; however, stopping distance could be extended. If stopping distance is extended, a crash could occur.

CORRECTION

Dealers are to secure the right rear brake hose to ensure sufficient clearance. Dealers are to also replace the right rear brake hose and/or the protective covering if damage is found.

VEHICLES INVOLVED

Involved are **certain** 2011 model year Chevrolet Express and GMC Savana 1500 Series vehicles.

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty system. Not all vehicles 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.

PART INFORMATION

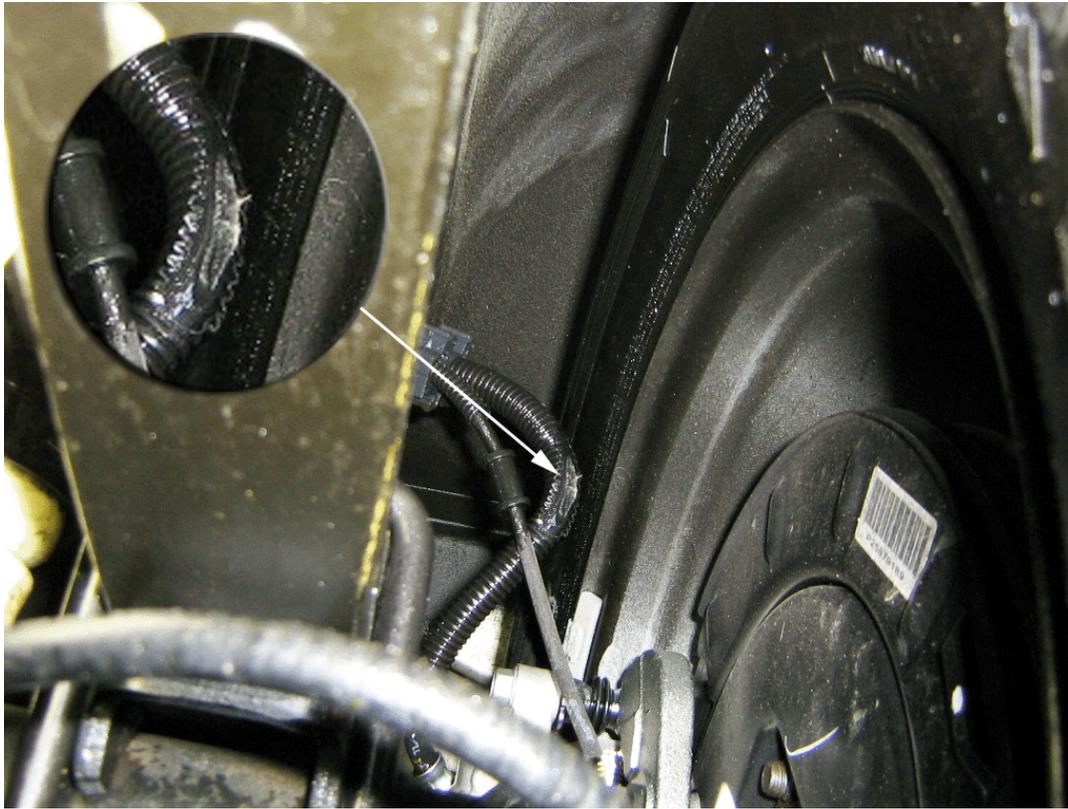
Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be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

Part Number	Description	Quantity/Vehicle
20803179*	Hose, RR Brk	1 (If Req'd)

* It is estimated that less than 1% of the population will require brake hose replacement. Please do not order brake hoses for shelf stock.

SERVICE PROCEDURE

1. Lift and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Locate the passenger side rear brake hose.
3. Inspect the right rear brake hose conduit.



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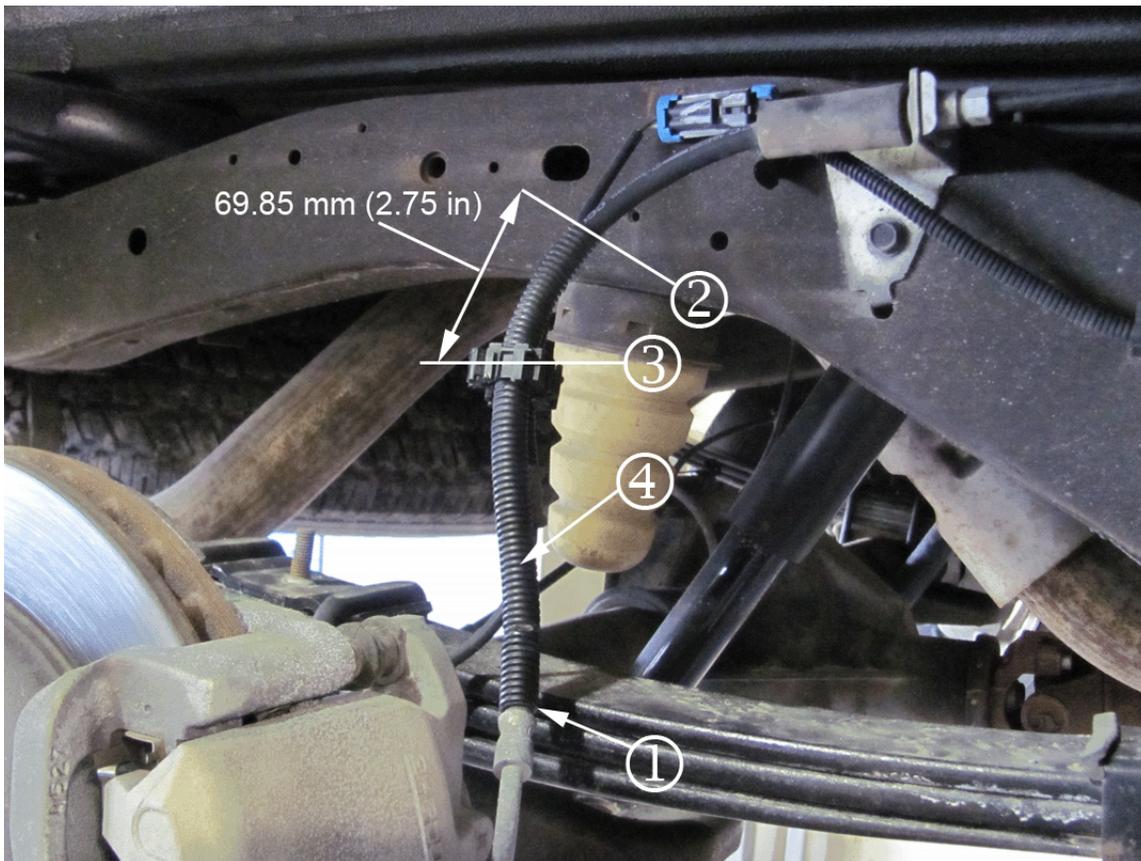
- If the right rear brake hose conduit is worn, cut or damaged, carefully remove the conduit and proceed to Step 4.



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- If the right rear brake hose conduit is not worn, cut or damaged, proceed to Step 5.

4. Inspect the right rear brake hose.
 - If the right rear brake hose is NOT cut, worn or damaged, replace the conduit with a new piece of 12.7 mm (0.5 in) conduit that is 235 mm (9.25 in) in length. Wrap the conduit with electrical tape to ensure that the split end of the conduit does not open. Proceed to Step 5.
 - If the right rear brake hose is cut, worn or damaged, replace the brake hose. Refer to *Rear Brake Hose Replacement* in SI. Follow Steps 5-9 after replacing the right rear brake hose. Perform a brake system bleed after the hose as been repositioned as instructed in Steps 5-9.
5. Remove the right rear brake hose clip.



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Right rear ear tire and wheel removed for illustration purposes. (1) Right rear Brake Hose Crimp (2) Top of Conduit (3) Measurement Location (4) Conduit

6. Reposition the conduit (4) on the right rear brake hose. Ensure that the conduit (4) is flush against the brake hose crimp (1) as shown in the illustration.
7. Measure 69.85 mm (2.75 in) down from the top of the conduit (2) as shown in the illustration.
8. Using a pen, draw a line across the conduit at the measurement location (3).
9. Install the brake hose clip at the measurement location (3).
10. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
V2426	Inspect & Reposition Rear Brake Hose Only	0.3	N/A
	Add: Replace Conduit	0.1	*
V2427	Replace Rear Brake Hose (inc. inspection & brake bleed)	1.1	*

* The amount identified in “Net Item” should represent the actual sum total for the cost of the conduit needed to perform the required repairs, not to exceed \$0.75 USD, \$0.72 CAD.

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 facility may be subject to a civil penalty for each such sale.

DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealer's 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 facility 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 2011

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 2011 model year Chevrolet Express and GMC Savana 1500 Series vehicles may not meet full system performance requirements in Federal/Canada Motor Vehicle Safety Standard 135. 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 11126.
- 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 been built with a clearance condition in which the right rear brake hose may contact the tire or wheel rim when the vehicle is driven with a full load over bumpy roads. If the brake hose repeatedly contacts the tire or wheel rim, a perforation could be worn in the brake hose. A slow loss of brake fluid may occur at first and you would likely notice fluid spotting under the vehicle when the vehicle is parked. Depending on the rate of the leak, you may notice increased pedal travel to achieve the desired braking. If enough brake fluid has leaked from the rear brake system, the brake warning light would illuminate in the instrument panel cluster and the rear brakes would not perform optimally. Vehicle stopping can still be achieved with the front brake system; however, stopping distance could be extended. If stopping distance is extended, a crash could occur.

What will we do?

Your GM dealer will secure the right rear brake hose to ensure sufficient clearance. Your dealer will also replace the right rear brake hose and/or protective covering if damage is found. 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 20 minutes to 1 hour and 10 minutes, depending on the repair required.

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.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
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.

Jim Moloney
General Director,
Customer and Relationship Services