



Service Bulletin

Bulletin No.: 12191
Date: Month 2012
Draft #: # 2



SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Fuel Odor or Spotting on Ground – Replace Fuel Pump Module

MODELS: 2006-2009 Chevrolet Cobalt
2007 Chevrolet Equinox
2006 Pontiac Pursuit
2007 Pontiac Torrent
2007-2009 Pontiac G5
2006-2007 Saturn ION
Not Involved in Safety Recall 09226 or 12190, or Special Coverage 09275

2008-2009 Chevrolet Equinox, Uplander
2008-2009 Pontiac Montana SV6, Torrent

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CONDITION

Some 2006 model year Pontiac Pursuit, 2006-2007 model year Saturn ION, 2006-2009 model year Chevrolet Cobalt, 2007-2009 model year Chevrolet Equinox, Pontiac G5, and Torrent, and 2008-2009 model year Chevrolet Uplander and Pontiac Montana SV6 vehicles may have a condition in which the plastic supply or return port on the fuel pump module may crack. If either of these ports develops a crack, fuel will leak from the area. The customer may notice a fuel odor while the vehicle is being driven or after it is parked. If the crack becomes large enough, fuel may be observed dripping onto the ground and vehicle performance may be affected.

SPECIAL COVERAGE ADJUSTMENT

If a vehicle involved in this Special Coverage demonstrates the condition or symptoms described above, dealers are to replace the fuel pump module, regardless of the vehicle's age or mileage.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after ____ ##, 2012 are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to ____ ##, 2012 must be submitted to the Service Contract provider.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

PART INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

Part Number	Description	Quantity/ Vehicle
19257126	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN) (Cobalt/G5/ION/Pursuit) (LE5/L61)	1
19257138	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN) (Cobalt/ION) (LSJ)	1
19256352	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN) (Cobalt/G5) (LAP)	1
19257488	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN) (Cobalt) (LNF)	1
23106168	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN) (Equinox/Torrent)	1
23106138	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN) (Montana SV6/Uplander) (LGD)	1
23106139	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN) (Montana SV6/Uplander) (LZ9)	1

SERVICE PROCEDURE

1. Verify that the fuel pump module requires replacement. Refer to the appropriate diagnostic information in SI.
 - If the fuel pump module does NOT require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
 - If the fuel pump module requires replacement, refer to *Fuel Pump Module Replacement* in SI.

CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by <insert 1 year, 2013>, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center. Repairs must have occurred prior to (mail date + 2 weeks).

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your District Service Manager – Aftersales prior to processing the request.

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

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by <insert 1 year, 2013>. Repairs must have occurred prior to (mail date + 2 weeks, 2012).

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

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

COURTESY TRANSPORTATION

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
T5896	Diagnostic Time Only – No Repair Required	0.1-0.3	N/A
T5897	Install New Fuel Pump Module		N/A
	• Cobalt, G5, Pursuit	1.5	
	• ION	1.2	
	• Montana SV6, Uplander	1.5	
	• Equinox, Torrent (Base)	1.7	
	• Equinox, Torrent (AWD)	2.2	
	Add: Diagnostic Time	0.1-0.3	
T5898	Customer Reimbursement Approved	0.2	*
T5899	Customer Reimbursement Denied - For US dealers only	0.1	N/A

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

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



Month 2012

Dear General Motors Customer:

As the owner of a 2006 model year Pontiac Pursuit, 2006-2007 model year Saturn ION, 2006-2009 model year Chevrolet Cobalt, 2007-2009 model year Chevrolet Equinox, Pontiac G5, or Torrent, or 2008-2009 model year Chevrolet Uplander or Pontiac Montana SV6 vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some of these vehicles may have a condition where the plastic supply or return port on the fuel pump cracks and leaks fuel or fuel vapors. Fuel vapors, in the presence of an ignition source, could potentially cause a vehicle fire.

The symptoms of this condition are:

- A noticeable fuel odor while the vehicle is being driven or after it is parked
- The Check Engine Soon light may be illuminated on the instrument cluster
- If the crack is large enough, fuel may be observed on the ground, or vehicle performance may be affected

What We Are Doing: We are conducting two programs to address this issue. The first program is a safety recall in certain states. A safety recall is being conducted in these areas because we have determined that sustained, elevated temperatures in these areas directly correlate to the fuel pump cracking and fuel leaks some owners have experienced.

The second program is a special coverage in the remaining states. Under our special coverage should a vehicle ever experience this condition, the owner must take the vehicle to any authorized GM dealer and have that dealer inspect the vehicle, confirm the condition, and then repair that vehicle for free.

Your vehicle is covered by this special coverage.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What You Should Do: If your vehicle demonstrates the condition or symptoms described above, contact your GM dealer to schedule an inspection. Please note that repairs and adjustments qualifying under this special coverage **must** be performed by a GM dealer. Your dealer can tell you how long they will need your vehicle.

If your vehicle does not currently demonstrate this condition, you should keep this document in a safe place for future reference. You should not take your vehicle to your GM dealer unless these symptoms have been observed. **Diagnosis or repair for conditions other than that described above is not covered under this special coverage program (and will be your responsibility).**

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by [insert 1 year, 201X], unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Pontiac	1-800-762-2737	1-800-833-7668
Saturn	1-800-553-6000	1-800-833-6000
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Jim Moloney
General Director,
Customer and Relationship Services

Enclosure
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