



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Chassis Electronic Control Module Internal Contamination

MODELS: 2009-2014 Buick Enclave
2009-2014 Cadillac CTS (VIN D)
2008-2014 Cadillac Escalade, Escalade ESV
2008-2013 Chevrolet Avalanche
2009-2012 Chevrolet Colorado
2007-2014 Chevrolet Silverado HD Cab Chassis
2007-2014 GMC Sierra HD Cab Chassis
2007-2009, 2014 GMC Sierra HD
2008-2014 Chevrolet Suburban, Tahoe
2008-2014 Chevrolet Express
2012-2014 Chevrolet Impala 'W'
2009-2014 Chevrolet Traverse
2007-2013 Chevrolet Silverado
2007-2009, 2014 Chevrolet Silverado HD
2009-2012 GMC Canyon
2007-2013 GMC Sierra
2009-2014 GMC Acadia
2008-2014 GMC Savana
2008-2014 GMC Yukon, Yukon XL
2008-2009 Hummer H2
2009-2010 Hummer H3, H3T
2009 Saturn Outlook
2008-2009 Saturn VUE
2014 Chevrolet Captiva
2008-2009 Saturn Outlook, VUE

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery October 1, 2014. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2013 – 2014 model year Cadillac CTS, Escalade, and Escalade ESV vehicles; Chevrolet Suburban and Tahoe vehicles; and GMC Yukon and Yukon XL vehicles and certain 2014 model year Buick Enclave vehicles; Chevrolet Express and Captiva, Impala Limited, Silverado HD and Traverse vehicles; and GMC Acadia, Savana and Sierra HD vehicles. Some of these vehicles were built or serviced with contamination within the chassis electronic module. This contamination can cause an electrical short in the module. If the module experiences an electrical short, the vehicle could display a check engine light, stall, or fail to start. If the vehicle is equipped with a trailer brake, the vehicle could lose trailer brake function and display a “Service Trailer Brake System” indicator. If the vehicle experiences this condition and stalls while in motion, there could be an increased risk of a vehicle crash.

Additionally, a small number of 2007-2012 model year vehicles that include; 2008-2013 Chevrolet Avalanche, 2008-2009 Chevrolet Colorado vehicles; 2007-2013 Chevrolet Silverado, 2008-2014 Suburban, and Tahoe vehicles; 2008-2013 GMC Sierra and 2009-2012 Yukon vehicles; 2008-2009 GMC Canyon vehicles; 2009-2010 HUMMER H2, H3 and H3T vehicles; and 2008-2009 Saturn VUE and 2009 Outlook vehicles may have been serviced with a chassis electronic module that could have internal contamination, causing an electrical short in the module. If the module experiences an electrical short, the vehicle could display a check engine light, stall, or fail to start. If the vehicle experiences this condition and stalls while in motion, there could be an increased risk of a vehicle crash.

CORRECTION

Dealers are to replace the chassis electronic module on all affected vehicles.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen 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.

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 Pre-Ship Information – For US, Canada and International

A pre-shipment of parts 20964305 and 20964306 began on December 22, 2014 to affected dealers with involved vehicles and continue until January 6, 2015 at which time dealer ordering will open. Please note, all orders received prior to open ordering on these parts will be cancelled. Pre-shipped parts will be charged to dealer's open parts account. The remainder of the part numbers listed below are now open for ordering.

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). For parts currently under open ordering, 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	Vehicle Year	Model	QTY Vehicle
20850905	Module, Chassis Electronic Control	2007-2014	Chevrolet Silverado 3500 w/PTO GMC Sierra 3500 w/PTO	1
20850923	Module, Chassis Electronic Control	2009	Chevrolet Silverado 2500/3500 w/JL1 GMC Sierra 2500/3500 w/JL1	1
20759945	Module, Chassis Electronic Control	2007-2009	Buick Enclave Cadillac CTS (VIN D) Cadillac Escalade Models Chevrolet Avalanche Chevrolet Colorado Chevrolet Suburban, Chevrolet Silverado 1500 Chevrolet Tahoe Chevrolet Traverse, Chevrolet Express GMC Acadia, GMC Canyon, GMC Sierra 1500 GMC Savana GMC Yukon Models Saturn VUE, Saturn Outlook ('09 Only) Hummer H2, H3, H3T ('08-09)	1
20877116	Module, Chassis Electronic Control	2010-2012	Buick Enclave Cadillac CTS (VIN D) Cadillac Escalade Models Chevrolet Avalanche Chevrolet Colorado, Chevrolet Impala Chevrolet Tahoe Chevrolet Suburban, Chevrolet Silverado 1500 Chevrolet Traverse Chevrolet Express	1

			GMC Acadia GMC Canyon, GMC Sierra 1500 GMC Savana, Yukon models Hummer H2, H3, H3T ('10 Only)	
20964299	Module, Chassis Electronic Control	2013-2014	Chevrolet Silverado 2500/3500 w/JL1 GMC Sierra 2500/3500 w/JL1	1
20964306	Module, Chassis Electronic Control	2013-2014	Chevrolet Tahoe, Chevrolet Suburban, Chevrolet Silverado 1500 ('13 Only) Chevrolet Avalanche ('13 only) GMC Sierra 1500 ('13 Only) GMC Yukon models	1
20898936	Module, Chassis Electronic Control	2010-2012	Chevrolet Avalanche Chevrolet Tahoe Chevrolet Silverado 1500 Chevrolet Suburban GMC Sierra 1500, GMC Yukon Models	1
20964305	Module, Chassis Electronic Control	2013-2014	Cadillac Escalade Models Cadillac CTS (VIN D) Buick Enclave Chevrolet Captiva ('14 Only) Chevrolet Express Chevrolet Impala Limited (W VIN) Chevrolet Silverado 1500 ('13 Only) Chevrolet Suburban Chevrolet Tahoe Chevrolet Traverse GMC Acadia GMC Sierra 1500 ('13 Only) GMC Savana GMC Yukon Models	1

SERVICE PROCEDURE

1. Remove the fuel pump flow (chassis) control module. Refer to Fuel Pump Flow Control Module Replacement in SI.
2. Install the new fuel pump flow (chassis) control module. Refer to Fuel Pump Flow Control Module Replacement in SI.

FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

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. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Note: To avoid having to "H" route the courtesy transportation, floor plan transaction for approval, it must be submitted prior to the repair transaction.

Labor Code	Description	Labor Time	Net Item
9100977	Fuel Pump Flow Control Module Replacement (Silverado 1500/2500, Sierra 1500/2500)	1.1	N/A
	Fuel Pump Flow Control Module Replacement (Acadia, Traverse, Enclave)	0.5	N/A
	Fuel Pump Flow Control Module Replacement (Full Size Utilities)	0.5	N/A
	Fuel Pump Flow Control Module Replacement (Express, Savanna)	0.5	N/A
	Fuel Pump Flow Control Module Replacement (W VIN Impala, Canyon, Colorado)	0.5	N/A
	Fuel Pump Flow Control Module Replacement (Captive/VUE)	0.5	N/A
	Fuel Pump Flow Control Module Replacement (VIN D) (CTS Coupe and Wagon)	0.5	N/A
	Fuel Pump Flow Control Module Replacement (H2, H3, H3T)	1.2	N/A
9101162	Floor Plan Reimbursement	N/A	*

* The amount identified in "Net Item" should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (October 1, 2014) to the date the repair is completed and the vehicle is ready for sale (not to exceed 87 days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2014 Cadillac Escalade	\$ 9.95	\$14.07
2014 Cadillac Escalade ESV	\$10.38	\$13.50
2014 Cadillac CTS Sedan	\$9.31	\$7.44
2014 CTS Wagon	\$7.51	\$7.44
2014 CTS Coupe	\$6.24	\$7.44
2014 Cadillac ATS Sedan	\$5.34	TBD
2014 Buick Enclave	\$6.29	\$8.08
2014 Chevrolet Suburban	\$7.65	\$10.04
2014 Chevrolet Tahoe	\$7.37	\$9.31
2014 Chevrolet Express	\$4.11	\$5.37
2014 Chevrolet Impala Limited (W VIN)	\$4.44	N/A
2014 Chevrolet Silverado HD	\$5.86	\$8.44
2014 Chevrolet Traverse	\$4.98	\$7.09
2014 GMC Acadia	\$5.81	\$5.85
2014 GMC Savanna	\$4.30	\$5.56
2014 GMC Sierra HD	\$6.41	\$8.77
2014 Yukon	\$7.59	\$9.95
2014 Yukon XL	\$7.97	\$10.00

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)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

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.

