



**Internal notification for: G_0000148089 12180 - Upcoming Safety Recall -
Driver's Door Module Corrosion**
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10/09/2012 06:33 PM

2 attachments



12180 Customer Letter.pdf GM Style Sheet.css

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Date: 10/09/2012 Ref. number: Service / Field Action / G_0000148089
Subject: 12180 - Upcoming Safety Recall - Driver's Door Module Corrosion

GM CUSTOMER CARE AND AFTERSALES
DCS2827
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 9, 2012

Subject: Upcoming Safety Recall 12180

Models: Certain 2006 Chevrolet Trailblazer EXT and GMC Envoy XL;
2006-2007 Chevrolet Trailblazer, GMC Envoy, Buick Rainer
and Saab 9-7x Vehicles Originally Sold or Currently Registered
in Connecticut, Delaware, District of Columbia, Illinois, Indiana,
Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota,
Missouri, New Hampshire, New Jersey, New York, Ohio,
Pennsylvania, Rhode Island, Vermont, West Virginia and
Wisconsin

To: All GM Dealers and Saab Authorized Service Centers

Attention: General Manager, Parts and Service Director, Parts Manager,
Service Manager, Service Advisor, Used Vehicle Sales Manager,
and Warranty Administrator

On August 16, 2012 all Buick, Chevrolet and GMC dealers were advised via GM GlobalConnect message #G_0000143768 of pending safety recall 12180. This product field action involves certain 2006 Chevrolet Trailblazer EXT and GMC Envoy XL; 2006-2007 Chevrolet Trailblazer, GMC Envoy, Buick Rainer and Saab 9-7x vehicles originally sold or currently registered in Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia and Wisconsin.

If fluid, such as melted snow containing road salt, enters the driver's door module, it may cause corrosion that could result in a short in the circuit board. A short may cause the power door lock and power window switches to function intermittently or may stop working. A short may also cause overheating, which could melt components of the door module, producing odor, smoke, or a fire. Additionally, the windows may raise or lower themselves, without user input. These conditions may occur even with the vehicle parked and the key removed.


There are approximately 249,000 U. S. vehicles involved and we are working closely with the supplier to quickly obtain the parts needed to correct this condition. You will be advised when sufficient parts are available to launch this recall.

However, as required by federal regulation, the attached notification letter is being sent today to all involved customers. This is a generic version of the actual letter which will be personalized for each customer. The letter informs customers of the safety defect and that we will correct it at no charge. It also advises customers that they will receive another letter asking them to visit their GM dealer or Saab Authorized Service Center to have this condition corrected when parts are available. In addition, the letter recommends that customers park their vehicles outdoors until the required correction has been performed.

The Investigate Vehicle History screen in the Global Warranty Management system will not be updated until the recall bulletin is released. Please do not call GM Technical Assistance.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

 12180 Customer Letter.pdf Acrobat PDF (6.581KB)
12180 Customer Letter

Contact name:		E-Mail:	.
Department:	Service - Brand Quality	Phone:	
Intended roles:	General Manager, Parts & Service Director, Parts Manager, Service Advisor, Service Manager, Used Vehicle Sales Manager, Warranty Administrator		
Archives:	12/10/2012	Expires:	10/09/2013