



Service Bulletin

7



SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment - Fuel Filler Pipe Corrosion

MODELS: 2003-2004 Chevrolet Express
2003-2004 GMC Savana
Equipped with Left Side Cargo Door (E26)
Registered OUTSIDE of 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, Wisconsin

Registered OUTSIDE of New Brunswick, Newfoundland, Nova Scotia, Ontario, Prince Edward Island, Quebec

CONDITION

On some 2003 and 2004 model year Chevrolet Express and GMC Savana vehicles, equipped with a left side cargo door (E26), water and road contaminants may become trapped in the protective conduit that covers the fuel filler pipe and may cause the pipe to corrode. If the corrosion creates a perforation in the pipe, the presence of fuel odor may be observed and, on some vehicles, a Check Engine light may illuminate. As the size of a filler pipe perforation increases, fuel may leak onto the ground while refueling the vehicle.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers a fuel filler pipe that leaks as described above for a period of 10 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. *If the vehicle is currently outside of these limits, the condition will be covered until December 31, 2013, regardless of vehicle age or mileage.*

Dealers are to install a new fuel filler pipe. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after December 4, 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 December 4, 2012, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

Involved are **certain** 2003 and 2004 model year Chevrolet Express and GMC Savana vehicles, equipped with a left side cargo door (E26), and registered **outside** of 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, Wisconsin, New Brunswick, Newfoundland, Nova Scotia, Ontario, Prince Edward Island, and Quebec.

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Applicable Warranties section in the Global Warranty Management system.

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
19299053	PIPE,F/TNK FIL	1

SERVICE PROCEDURE

- Determine if the fuel filler pipe requires replacement. Refer to *Fuel Tank Leak Test* in SI.
 - If the fuel filler pipe 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 filler pipe requires replacement, refer to *Filler Tube Replacement (w/LH Door)* 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 December 31, 2013, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed form Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center. Repairs must have occurred before December 25, 2012, regardless of vehicle age or mileage.

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.

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 and Export

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 December 31, 2013. Repairs must have occurred before December 25, 2012, regardless of vehicle age or mileage.

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.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
T5886	Diagnostic Time Only – No Repair Required	0.3	N/A
T5887	Fuel Filler Tube Replacement (inc. diagnostic time)	0.9	N/A
T5888	Customer Reimbursement Approved	0.2	*
T5889	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).



December 2012

Dear General Motors Customer:

As the owner of a 2003 or 2004 model year Chevrolet Express and GMC Savana vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2003 and 2004 model year Chevrolet Express and GMC Savana vehicles, equipped with a left side cargo door, may have a condition in which water and road contaminants may become trapped in the protective conduit that covers the fuel filler pipe and may cause the pipe to corrode. If the corrosion creates a perforation in the pipe, the presence of fuel odor may be observed and, on some vehicles, a Check Engine light may illuminate. As the size of a filler pipe perforation increases, fuel may leak onto the ground while refueling the vehicle.

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 We Have Done: General Motors is providing owners with additional protection for a fuel filler pipe that leaks as described above. If this condition occurs on your 2003 or 2004 model year Chevrolet Express and GMC Savana vehicle, equipped with a left side cargo door, within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. If your vehicle is currently outside of these limits, the condition will be covered until December 31, 2013, regardless of the vehicle age or mileage. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

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 December 31, 2013, 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
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	

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
12167

GM CUSTOMER CARE AND AFTERSALES
DCS2860
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 4, 2012
Subject: 12167 - Special Coverage Adjustment
Fuel Filler Pipe Corrosion
Models: 2003-04 Chevrolet Express and GMC Savanas Equipped with a Left Side Cargo Door (E26) and Registered OUTSIDE of 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, Wisconsin
To: All Chevrolet and GMC Dealers
Attention: General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, Used Vehicle Sales Manager, and Warranty Administrator

General Motors is announcing Special Coverage Adjustment 12167 today. The total number of U.S. vehicles involved is approximately 7,600. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on December 11, 2012.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated December 4, 2012.

Campaign Initiation Detail Report (CIDR)

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES