



Recall Bulletin



PRODUCT EMISSION RECALL

SUBJECT: Degraded Connection between Ignition Coil Spark Plug Boots and Spark Plugs

MODELS: 2009-2011 Chevrolet Aveo
2009-2010 Pontiac G3/Wave
Equipped with a 1.6L Gas Engine (LXV)

This bulletin is being revised to include reimbursement labor codes. Please note that the reimbursement does not cover the maintenance replacement of the spark plugs, which is every 25,000 miles (40,000 km). Please discard all copies of bulletin 11290, issued May 2012.

CONDITION

General Motors has decided to conduct a voluntary Emission Recall involving all 2009-2011 model year Chevrolet Aveo, and all 2009-2010 model year Pontiac G3/Wave vehicles equipped with a 1.6L gas engine (LXV). A degraded connection between the spark plug boots on the ignition coil assembly and the spark plugs may cause the illumination of the Check Engine Soon light, rough engine operation, and lack of engine power.

CORRECTION

Dealers are to install new spark plug boots and spark plugs.

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 dealers through the GM GlobalConnect Recall Reports. 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
19205426*	SPARK PLUG KIT	1

* Kit contains all parts required to repair one vehicle.

SERVICE PROCEDURE

1. Remove the ignition coil assembly. Refer to *Ignition Coil Replacement* in SI.
2. Remove the spark plugs. Refer to *Spark Plug Replacement* in SI.
3. Install the four new spark plugs included in the spark plug kit.

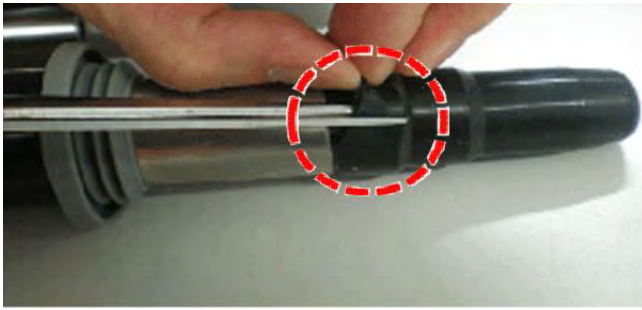
Tighten

Tighten the spark plug to 25~30 N·m (18.4 ~ 22.1 lb-ft).



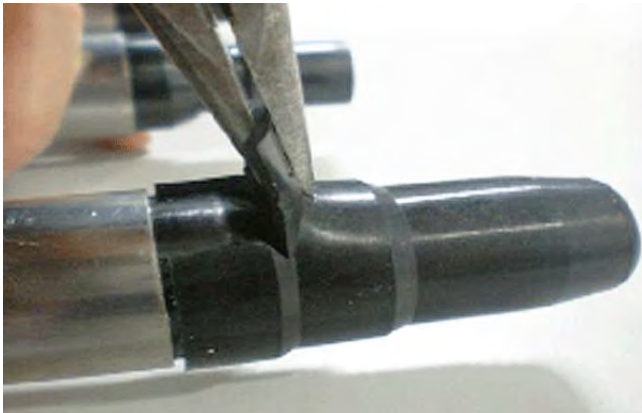
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4. Place the removed ignition coil on table.



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5. Using a scissors, cut bottom of boot as shown in the illustration.



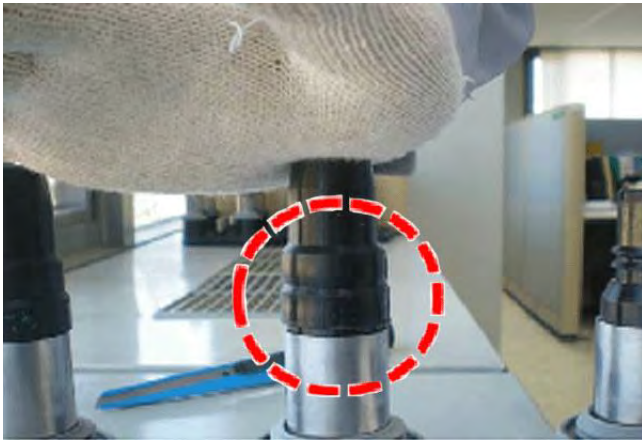
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6. Remove the boot using long-nose pliers as shown in the illustration.



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7. Insert new boot onto the ignition coil tower partially.



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8. Insert the new boot onto the ignition coil tower fully.

Note: Be careful of boot damage during installation because boot damage can cause a weakened dielectric strength.

9. Repeat same procedure on other ignition coil towers.
10. Install the ignition coil assembly into the engine. Refer to *Ignition Coil Replacement* in SI.

Tighten

Tighten the ignition coil mounting bolts to 8~12 N·m (70.8 ~ 106.2 lb-in).

11. Start the engine.
12. Apply parking brake lever.
13. For vehicles equipped with an automatic transmission: press acceleration pedal fully for 3 seconds with gear position "Drive" and "Reverse". Repeat this test three (3) times.
14. For vehicles equipped with a manual transmission: press acceleration pedal fully for 3 seconds with gear position "Neutral". Repeat this test three (3) times.
15. Using a scan tool, check trouble code(s) stored in freeze frame data.
16. If the problem does not occur, proceed to Step 17.
17. California, Connecticut, Maryland, Massachusetts, Maine, Oregon, Vermont, & Washington vehicles only: Install a Recall Identification Label. Also, for California vehicles complete a "Proof of Correction" certificate upon recall completion

RECALL IDENTIFICATION LABEL California/Connecticut/Maryland/Massachusetts/Maine/
Oregon/Vermont/Washington Vehicles Only

Place a Recall Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Recall Bulletin. Each label provides a space to include the recall number and the five-digit dealer code of the dealer performing the recall service. This information may be inserted with a ballpoint pen.

Put the Recall Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle.

When installing the Recall Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Recall Identification Labels for US dealers can be obtained from Dealer Support Materials by ordering on the web from DWD Store, www.gmglobalconnect.com, and then click on the DWD Store link. Request Item Number S-1015 when ordering.



CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by May 31, 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.

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 May 31, 2013.

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.

If the work was done by someone other than a GM dealership, the amount of reimbursement will be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.

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
V2531	Replace Boot & Plug	0.5	N/A
V2596	Customer Reimbursement Approved	0.2	*
V2597	Customer Reimbursement Denied – For US dealer only	0.1	N/A

* The amount identified in “Net Item” should represent the dollar amount reimbursed to the customer. **Note: this labor code is not to be used to reimburse for spark plugs that were replaced under normal maintenance, which is every 25,000 miles (40,000 km).**

CUSTOMER NOTIFICATION

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

In order to ensure full protection under the emission warranty, and the right to participate in future recalls, the customer notification letter recommends that customers have their vehicles serviced as soon as possible. It also advises that failure to do so could legally be determined to be lack of proper maintenance. The vehicle may fail a state or local emission inspection test if the recall work is not completed.

DEALER RECALL RESPONSIBILITY

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.

*****THE FOLLOWING 2 PARAGRAPHS ARE NOT FOR CANADA*****

When a California emissions recall is completed by a GM dealer, the dealer must provide the vehicle owner a "Proof of Correction Certificate" which the owner may need to present to the California Department Of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration.

Additional Certificates can be obtained, at no charge, from Dealer Support Materials by ordering on the web from the DWD Store, www.gmdealerworld.com, and then click on the DWD Store link; request GM Item Number 1825 when ordering.



May 2012

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

Reason for This Recall: General Motors has decided to conduct a voluntary Emission Recall involving all 2009-2011 model year Chevrolet Aveo, and 2009-2010 model year Pontiac G3/Wave vehicles equipped with a 1.6L gas engine. A degraded connection between the spark plug boots on the ignition coil assembly and the spark plugs may cause the illumination of the Check Engine Soon light, rough engine operation, and lack of engine power.

What Will Be Done: Your GM dealer will install new spark plug boots and spark plugs. This service will be performed for you at **no charge**.

What You Should Do: Please contact your GM dealer as soon as possible to arrange a service date and to assure parts availability. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

The new GM spark plug number and the new spark plug gap are listed below. Please update your owner manual or place this letter in your owner manual for future reference.

New spark plug number: 25186682
New spark plug gap: 0.031-0.035 inch (0.8-0.9 mm)

As a reminder, the scheduled maintenance interval for spark plug replacement is every 25,000 miles (40,000 km).

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
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

Courtesy Transportation: 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.

Emission Law Information: In order to ensure your full protection under the emission warranty made applicable to your vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

We are sorry to cause you this inconvenience; 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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