



Internal notification for: G_0000168272 12180 - Product Safety Recall - Driver Door Switch Short Circuit - Involved Vehicle Population Expanded
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2 attachments



12180 Q&A.pdf



GM Style Sheet.css

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Date: 6/14/2013 Ref. number: Service / Field Action / G_0000168272
Subject: 12180 - Product Safety Recall - Driver Door Switch Short Circuit - Involved Vehicle Population Expanded

GM CUSTOMER CARE AND AFTERSALES
DCS2987
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 14, 2013

Subject: 12180 - Product Safety Recall
Driver Door Switch Short Circuit
Involved Vehicle Population Expanded

Models: 2006-2007 Buick Rainier
2006 Chevrolet TrailBlazer EXT
2006-2007 Chevrolet TrailBlazer
2006 GMC Envoy XL
2006-2007 GMC Envoy
2005-2007 Saab 9-7X
Originally Involved in Special Coverage Adjustment 11323

To: All Buick, Chevrolet and GMC Dealers

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

Based on information from the National Highway Traffic Safety Administration (NHTSA) website, the media may report that General Motors is expanding Product Safety Recall 12180 to include an additional 193,652 vehicles in states where customers already were eligible to have their vehicles repaired under Special Coverage Adjustment 11323.

Customers who received a special coverage letter in January and have not yet had their vehicles repaired will receive a safety recall notice. The original safety recall covered 20 states and the District of Columbia. Now, all states are covered.

If fluid 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 become inoperative. In rare cases, a short may cause overheating, which could melt components of the door

module, producing odor, smoke, or a fire.


To correct this condition, dealers are to test the driver's window and door lock switches for proper operation. If the switches function properly, dealers are to install a protective coating to the door module. If the switches do not function properly, dealers are to install a new door module.

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

Attached is a list of questions and answers to assist with customer inquiries.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

 12180 Q&A.pdf Acrobat PDF (137.0KB)
12180 Q&A

name:

Department:

Phone:

Intended General Manager, Parts & Service Director, Parts Manager, Service Advisor, Service
roles: Manager, Used Vehicle Sales Manager, Warranty Administrator

Archives: 12/14/2013

Expires: 6/14/2014