



Recall Bulletin



PRODUCT EMISSION RECALL

SUBJECT: Oxygen Sensor Fracture

MODELS: 2011-2013 Chevrolet Express
2011-2013 GMC Savana
Cutaway Equipped with Gasoline Engine

CONDITION

General Motors has decided to conduct a Voluntary Emission Recall involving **certain** 2011-2013 Chevrolet Express and GMC Savana cutaway vehicles equipped with a gasoline engine. The Oxygen (O₂) Sensor may fracture if condensation from the catalytic converter enters the O₂ sensor and causes a sudden temperature change. If this occurs, the Malfunction Indicator Lamp will illuminate.

CORRECTION

Dealers are to inspect and, if necessary, replace both Bank 2 O₂ sensors and reprogram the Engine Control Module.

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 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 |
|-------------|-----------------|------------------|
| 12637297 | SENSOR, HTD OXY | 2 |

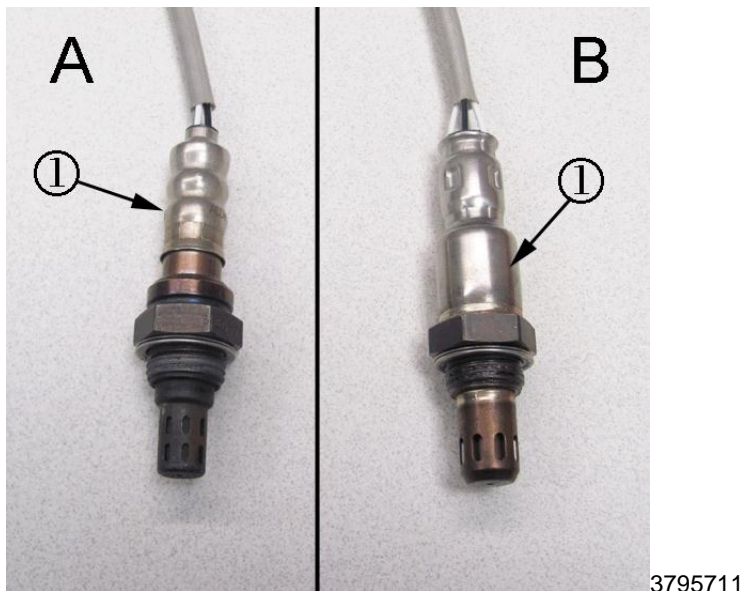
SERVICE PROCEDURE

Note: The *Customer Reimbursement Inspection* below is for customers that are requesting reimbursement for a previous customer-pay repair. The inspection will determine if the new sensors were installed during the repair or if new sensors are required.

If there was NO customer reimbursement, proceed to *Heated Oxygen Sensor Replacement – Bank 2 Sensor 1* and *Heated Oxygen Sensor Replacement – Bank 2 Sensor 2* procedure in this bulletin.

Customer Reimbursement Inspection

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Locate the bank 2 sensor 1 heated oxygen sensor and bank 2 sensor 2 heated oxygen sensor.



(A) First Design Heated Oxygen Sensor (B) Second Design Heated Oxygen Sensor (1) Location of Part Number

3. Determine if a first design (A) or second design (B) heated oxygen sensor is installed using a light and mirror.
 - If a second design (B), P/N 12637297, heated oxygen sensor is installed, no further action is required. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
 - If a first design (A), P/N 12656071 or P/N 12612571, heated oxygen sensor is installed, remove the sensor and replace it with a second design heated oxygen sensor. Refer to *Heated Oxygen Sensor Replacement – Bank 2 Sensor 1* in SI and *Heated Oxygen Sensor Replacement – Bank 2 Sensor 2* in SI.

4. After installing the new heated oxygen sensors, reprogram the ECM. Refer to *Engine Control Module Programming* in this bulletin.

Heated Oxygen Sensor Replacement - Bank 2 Sensor 1 and Heated Oxygen Sensor Replacement - Bank 2 Sensor 2

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove the bank 2 sensor 1 heated oxygen sensor. Refer to *Heated Oxygen Sensor Replacement –Bank 2 Sensor 1* in SI.
3. Install a new bank 2 sensor 1 heated oxygen sensor. Refer to *Heated Oxygen Sensor Replacement –Bank 2 Sensor 1* in SI.
4. Remove the bank 2 sensor 2 heated oxygen sensor. Refer to *Heated Oxygen Sensor Replacement –Bank 2 Sensor 2* in SI.
5. Install a new bank 2 sensor 2 heated oxygen sensor. Refer to *Heated Oxygen Sensor Replacement –Bank 2 Sensor 2* in SI.
6. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
7. Proceed to *Engine Control Module Programming* in this bulletin.

Engine Control Module Programming

Note: Carefully read and follow the instructions below.

- Contact Techline Customer Support Center (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French) to obtain a VCI number and reprogram the ECM.
- Do NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
- Note the engine oil life remaining percentage.

To reprogram an existing Engine Control Module, perform the following procedure:

1. Install *EL-49642* SPS programming support tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions. Refer to Service Programming System (SPS) documentation in SI for programming instructions.
3. On the SPS Supported Controllers screen, select *Engine Control Module* and follow the on-screen instructions.
5. Clear DTCs after completing the programming procedure.

Note: If vehicle fails to start during Configuration and Setup, perform the SPS Function Immobilizer Learn and follow the on-screen instructions.

6. Perform the SPS function *Engine Control Module - Configuration & Setup* and follow the on-screen instructions, if available.
7. Clear DTCs after completing the Configuration & Setup procedure.
8. **CALIFORNIA, CONNECTICUT, DELAWARE, 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/Delaware/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 June 30, 2015, 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 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 June 30, 2015.

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

| Labor Code | Description | Labor Time | Net Item |
|-------------------|------------------------------------------------------------------------------------|-------------------|-----------------|
| 9100476 | Inspect Oxygen Sensors – No Further Action Req'd (for customer reimbursement only) | 0.2 | N/A |
| 9100477 | Reprogram ECM and Replace Bank 2 Heated Oxygen Sensors 1 and 2 | 0.8 | N/A |
| 9100478* | Customer Reimbursement Approved | 0.2 | ** |
| 9100479* | Customer Reimbursement Denied - For US dealers only | 0.1 | N/A |

- * Customer reimbursement will not close this recall. An inspection must be performed, and if necessary, sensor replacement. To avoid having to "H" route this transaction for approval, it must be submitted prior to the repair transaction.
- ** The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

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).

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.

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.

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 OR EXPORT*****

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 2014

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: The Oxygen (O2) Sensor on your 2011-2013 model year Chevrolet Express or GMC Savana vehicle may fracture if condensation from the catalytic converter enters the O2 sensor and causes a sudden temperature change. If this occurs, the Malfunction Indicator Lamp will illuminate.

What Will Be Done: Your GM dealer will replace both Bank 2 O2 sensors and reprogram the engine control module. 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.

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 | |

Reimbursement: Even though you may have already had this condition corrected, you will still need to take your vehicle to your dealer for an inspection. 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 June 30, 2015, unless state law specifies a longer reimbursement period. .

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
14096

GM CUSTOMER CARE AND AFTERSALES
DCS3213
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 9, 2014

Subject: 14096 - Emission Recall
Oxygen Sensor Fracture

Models: 2011-13 Chevrolet Express and GMC Savana Cutaway Vans
Equipped with Gasoline Engine

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 releasing Emission Recall 14096 today. The total number of U.S. vehicles involved is approximately 48,000. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on May 21, 2014.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated May 9, 2014. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available May 13, 2014.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES