



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Fuel Odor or Spotting on Ground – Inspect Fuel Pump Module

**MODELS:** 2007 Chevrolet Equinox  
2007 Pontiac Torrent  
Originally Sold or Currently Registered in Arizona, California, Nevada, Texas

2007 Chevrolet Cobalt  
2007 Pontiac G5  
Originally Sold or Currently Registered in Arizona, California, Florida, Nevada, Texas

2008 Chevrolet Cobalt  
2008 Pontiac G5  
Originally Sold or Currently Registered in Arizona

2009 Chevrolet Cobalt  
2009 Pontiac G5  
Originally Sold or Currently Registered in Arkansas, Arizona, California, Nevada, Oklahoma, Texas

Letters for Chevrolet Equinox and Pontiac Torrent customers will be mailed beginning November 12, 2012. The letter explains to the customer that parts are not available at this time and that another letter will be sent to them when parts are available. We do not have an estimated part availability date at this time. The VINs will not be available in IVH until sufficient parts are available.

Customer letters for the Chevrolet Cobalt and Pontiac G5 will be mailed beginning November 21, 2012. The letter explains to the customer that parts will not be available until mid-January 2013. They have been asked to contact dealers in mid-January to schedule an appointment for the repair. The VINs will be available in IVH on November 21, 2012.

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2007 model year Chevrolet Equinox and Pontiac Torrent vehicles originally sold or currently registered in Arizona, California, Nevada, and Texas; 2007 model year Chevrolet Cobalt and Pontiac G5 vehicles originally sold or currently registered in Arizona, California, Florida, Nevada, and Texas; 2008 model year Chevrolet Cobalt and Pontiac G5 vehicles originally sold or currently registered in Arizona; and 2009 model year Chevrolet Cobalt and

Pontiac G5 vehicles originally sold or currently registered in Arkansas, Arizona, California, Nevada, Oklahoma, and Texas. Some of these vehicles have a condition in which the plastic supply or return port on the fuel pump module may crack, which could cause a fuel leak. The customer may notice a fuel odor while the vehicle is being driven or after it is parked. If the crack becomes large enough, fuel may be observed dripping onto the ground and vehicle performance may be affected. If an ignition source were present, a fire could occur.

### CORRECTION

Dealers are to inspect and, if necessary, replace the fuel pump 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 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.

<b>Part Number</b>	<b>Description</b>	<b>Quantity/ Vehicle</b>
19257126	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN) (Cobalt/G5) (LE5/L61)	1
19257138	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN) (Cobalt) (LSJ)	1
19256352	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN) (Cobalt/G5) (LAP)	1
19257488	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN) (Cobalt) (LNF)	1

## SERVICE PROCEDURE

1. Inspect the warranty summary in Global Warranty Management (GWM) for a fuel pump module replacement on or after 3/1/09.
  - If the fuel pump module has not been replaced, or was replaced before 3/1/09, the fuel pump module requires replacement. Proceed to Step 2.
  - If the fuel pump module was replaced on or after 3/1/09, determine the part number of the new fuel pump.
    - If the new fuel pump module part number was 19168892, 19168893, 19168894, 19177326, 19256352, 19257126, 19257138, or 19257488, no further action is required.
    - If the new fuel pump module part number was **NOT** 19168892, 19168893, 19168894, 19177326, 19256352, 19257126, 19257138, or 19257488, the fuel pump module requires replacement. Proceed to Step 2.
2. Remove the fuel pump module. Refer to *Fuel Pump Module Replacement* in SI.
3. Install a new fuel pump module. Refer to *Fuel Pump Module Replacement* in SI.

## CUSTOMER REIMBURSEMENT

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by January 31, 2014, 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.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
V2640	Inspect Fuel Pump Module – No Further Action Required – New Module Already Installed	0.2	N/A
V2641	Inspect & Install New Fuel Pump Module <ul style="list-style-type: none"> <li>• Cobalt, G5</li> </ul>	1.5	N/A
V2642*	Customer Reimbursement Approved	0.2	**
V2643	Customer Reimbursement Denied - For US dealers only	0.1	N/A

\* Customer Reimbursement will not close this recall. The service procedure must still be performed on the vehicle.

\*\* The amount identified in “Net Item” should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION

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

DEALER RECALL RESPONSIBILITY

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

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.



*(Letter for Chevrolet Cobalt and Pontiac G5 customers)*

November 2012

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2007-2009 model year Chevrolet Cobalt and Pontiac G5 vehicles originally sold or currently registered in certain high temperature states. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## **IMPORTANT**

- Your vehicle is involved in safety recall 12190.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### **Why is your vehicle being recalled?**

The plastic supply or return port on the fuel pump module may crack, which could cause a fuel leak. You may notice a fuel odor while the vehicle is being driven or after it is parked. If the crack becomes large enough, fuel may be observed dripping onto the ground and vehicle performance may be affected. If an ignition source were present, a fire could occur.

### **What will we do?**

Your GM dealer will replace the fuel pump module. If the fuel pump module has previously been replaced, your dealer will inspect the fuel pump module part number to ensure that your vehicle does not have one of the suspect modules. If it does, your dealer will replace it. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection time of approximately 15 minutes. If the fuel pump module requires replacement, up to an additional 2 hours will be needed.

### **What should you do?**

You should contact your GM dealer to arrange a service appointment in mid-January 2013.

### **Did you already pay for this repair?**

If you have paid for repairs for the recall condition, 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 January 31, 2014, unless state law specifies a longer reimbursement period. Even though you may have already had this condition corrected, you will still need to take your vehicle to your dealer for inspection.

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact 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	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 12V499.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney  
General Director,  
Customer and Relationship Services

Enclosure  
GM Recall #12190

*(Letter for Chevrolet Equinox and Pontiac Torrent customers)*

November 2012

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

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### **What will we do?**

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your GM dealer will replace the fuel pump module. If the fuel pump module has previously been replaced, your dealer will inspect the fuel pump module part number to ensure that your vehicle does not have one of the suspect modules. If it does, your dealer will replace it. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your <DIV\_DLR> dealer to have your vehicle serviced. If you have already paid for repairs for this condition, a reimbursement request form will be included with the letter.

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Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	



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