



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

June 2013

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 model year Chevrolet Equinox and Pontiac Torrent vehicles, and 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 as soon as possible.

California Residents: The state of California requires the completion of recalls on emission related parts prior to vehicle registration renewal. In addition, the state requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **no-charge** recall, your vehicle

may be more likely to fail this test. At the time of the recall completion, your dealer will issue you a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your registration as proof of recall completion.

**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 June 30, 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 12V459.

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