



Internal notification for: G_0000159210 12191 - Special Coverage - Fuel Odor or Spotting on Ground - Replace Fuel Pump Module
gm_gmssg_q01

02/19/2013 05:39 AM

2 attachments



12191 bulletin.pdf



GM Style Sheet.css

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Date: 02/19/2013

Ref. number: Service / Field Action / G_0000159210

Subject: 12191 - Special Coverage - Fuel Odor or Spotting on Ground - Replace Fuel Pump Module

GM CUSTOMER CARE AND AFTERSALES
DCS2918
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 19, 2013

Subject: 12191 - Special Coverage Adjustment
Fuel Odor or Spotting on Ground - Replace Fuel Pump Module

Models: 2006 Pontiac Pursuit; 2006-07 Saturn ION; 2006-09 Chevrolet Cobalt; 2007 Chevrolet Equinox and Pontiac Torrent; 2007-09 Pontiac G5 Not Involved in Safety Recall 09226 or 12190, or Special Coverage 09275
and
2008-09 Chevrolet Equinox and Uplander, and Pontiac Montana SV6and Torrent

To: All GM Dealers

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

General Motors is announcing Special Coverage Adjustment 12191 today. The total number of U.S. vehicles involved is approximately 890,000. Please see the attached bulletin for details.

Customer Letter Mailing

Due to part availability, the customer letters will be mailed in phases. The customer letter mailing for the first phase will begin on March 5, 2013. The date for the additional phase(s) has not been determined.

Global Connect (GWM)

Beginning February 19, 2013, the "Investigate Vehicle History" (IVH) screen will be updated on a daily basis, with approximately 100,000 VINs per day.

Note: Customers will not receive their letter prior to their VIN appearing in IVH.

Campaign Initiation Detail Report (CIDR)

The CIDR is not available for Special Coverage Adjustments.