



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Hard Start, No Start, Engine Stall – Replace Fuel System Control Module

MODELS: 2009 Cadillac Escalade, Escalade Hybrid, Escalade ESV, Escalade EXT
2009 Chevrolet Avalanche, Colorado, Suburban, Tahoe, Tahoe Hybrid
2009 GMC Canyon, Yukon, Yukon Hybrid, Yukon XL

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2009 model year Cadillac Escalade, Escalade Hybrid, Escalade ESV, and Escalade EXT; Chevrolet Avalanche, Colorado, Suburban, Tahoe, and Tahoe Hybrid; GMC Canyon, Yukon, Yukon Hybrid, and Yukon XL vehicles. The fuel system control modules on some of these vehicles have a condition in which an adhesive separation of the room temperature vulcanizing (RTV) seal between the seal and the housing may allow water to seep into the module. Water in the module could cause a short, illumination of the Service Engine Soon lamp, setting of diagnostic trouble codes, or the engine may be hard to start, may not start, or may stall. If the vehicle stalls while it is moving, a crash could result without prior warning.

CORRECTION

Dealers are to install a new fuel system control module.

VEHICLES INVOLVED

Involved are **certain** 2009 model year Cadillac Escalade, Escalade Hybrid, Escalade ESV, and Escalade EXT; Chevrolet Avalanche, Colorado, Suburban, Tahoe, and Tahoe Hybrid; GMC Canyon, Yukon, Yukon Hybrid, and Yukon XL vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2009	Cadillac	Escalade	9R100270	9R123630
2009	Cadillac	Escalade ESV	9R100333	9R123606
2009	Cadillac	Escalade EXT	9G100182	9G121514
2009	Chevrolet	Avalanche	9G100185	9G121597
2009	Chevrolet	Colorado	98104802	98123134
2009	Chevrolet	Suburban	9J100311	9J106099
			9R100264	9R123624
2009	Chevrolet	Tahoe	9J100112	9J106068
			9R100263	9R123632

VEHICLES INVOLVED, Cont'd.

Year	Division	Model	From	Through
2009	GMC	Canyon	98104805	98123129
2009	GMC	Yukon	9J100110	9J106112
			9R100266	9R123631
2009	GMC	Yukon XL	9J100115	9J106107
			9R100291	9R123580

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the GM Vehicle Inquiry System (GMVIS). Not all vehicles within the above breakpoints may be involved.

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 through the applicable system listed below. Dealers will not have a report available if they have no involved vehicles currently assigned.

- US and Canadian dealers – GM GlobalConnect Recall Reports
- Export dealers - sent directly to dealers

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.

PARTS INFORMATION

Parts required to complete this recall are to be obtained from General Motors Service and Parts Operations (GMSPO). 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
20850907	Module Asm, F/Pmp Flow Cont	1

SERVICE PROCEDURE

1. Remove the fuel pump flow control module from the vehicle. Refer to *Fuel Pump Flow Control Module Replacement* in SI.
2. Install a new fuel pump flow control module. Refer to *Fuel Pump Flow Control Module Replacement* in SI.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

CLAIM INFORMATION

Submit a Product Recall Claim with the information indicated below:

Repair Performed	Part Count	Part No.	Parts Allow	CC FC	Labor Op	Labor Hours
Install Fuel System Control Module - Avalanche, Escalade, Escalade ESV, Escalade EXT, Suburban, Tahoe, Yukon, Yukon XL, and Hybrids - Canyon, Colorado	1	---	*	MA-96	V2077	0.6 0.7
Courtesy Transportation for vehicles within the New Vehicle Limited Warranties (US & Canadian GM Dealers)	N/A	N/A	N/A	MA-96	**	N/A

* The "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for the fuel system control module needed to complete the repair.

** Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual for vehicles within the New Vehicle Limited Warranties.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

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).

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.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

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.

DEALER RECALL RESPONSIBILITY – All

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.

