



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 23, 2009

GAY P. KENT
DIRECTOR, PRODUCT INVESTIGATIONS
STRUCTURE & SAFETY INTEGRATION
GENERAL MOTORS CORPORATION
30001 VAN DYKE – MAIL CODE 480-210-G11
WARREN MI 48090-9055

NVS-215dgl
09V-489

SUBJECT: SOFTWARE INSTRUMENT PANEL/FMVSS 103 & 101

DEAR MS. KENT:

This letter serves to acknowledge General Motor Corporation's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety noncompliance with Federal Motor Vehicle Safety Standard No. 103, "Windshield Defrosting and Defogging Systems and with Federal Motor Vehicle Safety Standard No. 101, Controls and Displays" in the products described below for which a safety recall campaign shall be conducted pursuant to Federal laws.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
CHEVROLET/EQUINOX/2010
GMC/TERRAIN/2010

Mfg's Report Date: December 18, 2009

NHTSA Campaign Number: 09V-489

Components: VISIBILITY: DEFROSTER/DEFOGGER SYSTEM

Potential Number of Units Affected: 59,031

Summary:

GENERAL MOTORS IS RECALLING CERTAIN MODEL YEAR 2010 CHEVROLET EQUINOX AND GMC TERRAIN VEHICLES FOR FAILING TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 103, "WINDSHIELD DEFROSTING AND DEFOGGING SYSTEMS AND WITH FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 101, CONTROLS AND DISPLAYS". THE SOFTWARE IN THE CENTER INSTRUMENT PANEL CAN CAUSE THE HEATING, AIR CONDITIONING, DEFROST, AND RADIO CONTROLS, AS WELL AS THE PANEL ILLUMINATION TO BECOME INOPERATIVE.

Consequence:

DRIVING WITHOUT A FUNCTIONING DEFROST SYSTEM CAN DECREASE YOUR VISIBILITY UNDER CERTAIN DRIVING CONDITIONS AND COULD RESULT IN A CRASH WITHOUT WARNING.

Remedy:

DEALERS WILL REPLACE THE COMPUTER MODULE IN THE CENTER INSTRUMENT PANEL FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING JANUARY 2010. OWNERS MAY CONTACT CHEVROLET AT 1-800-630-2438, GMC AT 1-866-996-9463 OR AT WWW.GMOWNERCENTER.COM.

Notes:

GM RECALL NO. 090298. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://WWW.SAFERCAR.GOV).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

We have reviewed your proposed owner letter and it meets the requirements of 49 CFR Part 577.

Please provide the following additional information and be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you for successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read 'G. Person', with a long horizontal flourish extending to the right.

George H. Person
Chief, Recall Management Division
Office of Defects Investigation
Enforcement