

GM CUSTOMER CARE AND AFTERSALES
DCS2849
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 12, 2012
Subject: 12190 – Safety Recall - Fuel Odor or Spotting on Ground - Inspect Fuel Pump Module
Models: 2007 Chevrolet Equinox and Pontiac Torrent Vehicles Originally Sold or Currently Registered in Arizona, California, Nevada or Texas
2007 Chevrolet Cobalt and Pontiac G5 Vehicles Originally Sold or Currently Registered in Arizona, California, Florida, Nevada or Texas
2008 Chevrolet Cobalt and Pontiac G5 Vehicles Originally Sold or Currently Registered in Arizona
2009 Chevrolet Cobalt and Pontiac G5 Vehicles Originally Sold or Currently Registered in Arkansas, Arizona, California, Nevada, Oklahoma or Texas
To: All General Motors Dealers
Attention: General Manager, Parts and Service Director, Service Manager, Parts Manager, Used Vehicle Sales Manager, Service Advisor and Warranty Administrator

General Motors is announcing Safety Recall 12190 today. The total number of U.S. vehicles involved is approximately 50,000. Please see the attached bulletin for details.

Customer Letter Mailing

As required by federal regulation, the customer letter mailing for the involved Chevrolet Equinox and Pontiac Torrent vehicles will begin today even though the parts needed to repair these vehicles are currently not available. A copy of the letter is included in the attached bulletin. The letter informs these customers of the safety defect and that we will correct it at no charge. It also advises that when parts are available, they will receive another letter instructing them to contact their dealer to arrange a service appointment for this repair.

The customer letter mailing for the involved Chevrolet Cobalt and Pontiac G5 vehicles will begin on November 21, 2012 and the parts needed to repair these vehicles will be available in mid-January, 2013. A copy of the letter is included in the attached bulletin. The letter informs these customers of the safety defect and that we will correct it at no charge. It also advises them to contact their dealer after mid-January, 2013 to arrange a service appointment for this repair.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in GWM will be updated on November 21, 2012 for the involved Chevrolet Cobalt and Pontiac G5 vehicles. IVH will be updated for the involved Chevrolet Equinox and Pontiac Torrent vehicles when the second letter is mailed to customers.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in the future.

END OF MESSAGE

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