



(Letter for Chevrolet Equinox and Pontiac Torrent customers)

November 2012

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 2007-2009 model year Chevrolet Equinox and Pontiac Torrent 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.
- 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?

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, 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**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your <DIV_DLR> dealer to have your vehicle serviced. If you have already paid for repairs for this condition, a reimbursement request form will be included with the letter.

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	

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