

**Document ID: 4233868**

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## **#12191B: Special Coverage Adjustment - Fuel Odor or Spotting on Ground - Replace Fuel Pump Module - (Jul 8, 2015)**

**Subject: 12191B – Special Coverage Adjustment – Fuel Odor or Spotting on Ground – Replace Fuel Pump Module**

**Models: 2006-2009 Chevrolet Cobalt**

**2007 Chevrolet Equinox**

**2006 Pontiac Pursuit**

**2007 Pontiac Torrent**

**2007-2009 Pontiac G5**

**2006-2007 Saturn ION**

**Not Involved in U.S. Safety Recall 09226 or 12190, or Special Coverage 09275**

**and**

**2008-2009 Chevrolet Equinox, Uplander**

**2008-2009 Pontiac Montana SV6, Torrent**



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**The repair for the 2006-2008 model year Chevrolet Cobalt, Pontiac Pursuit, G5, and Saturn ION vehicles has been revised to also include the replacement of the fuel tank and fuel tank filler pipe or filler hose, if necessary. Please discard all copies of bulletin 12191A.**

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### **Condition**

Some 2006 model year Pontiac Pursuit, 2006-2007 model year Saturn ION, 2006-2009 model year Chevrolet Cobalt, 2007-2009 model year Chevrolet Equinox, Pontiac G5, and Torrent, and 2008-2009 model year Chevrolet Uplander and Pontiac Montana SV6 vehicles may have a condition in which the plastic supply or return port on the fuel pump module may crack. If either of these ports develops a crack, fuel will leak from the area. The customer 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.

### **Special Policy Adjustment**

If a vehicle involved in this Special Coverage demonstrates the condition or symptoms described above, dealers are to replace the fuel pump module, and on 2006-2008 model year Chevrolet Cobalt, Pontiac Pursuit, G5, and Saturn ION vehicles, dealer are to also replace the fuel tank and fuel filler pipe or filler hose, if necessary, regardless of the vehicle's age or mileage.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after February 19, 2013 are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders

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prior to February 19, 2013, must be submitted to the Service Contract provider.

### Vehicles Involved

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

### Parts Information

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

<b>Part Number</b>	<b>Description</b>	<b>Quantity/Vehicle</b>
19257126	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN) (COBALT/G5/ION/PURSUIT) (LE5/L61)	1 (If Req'd)
19257138	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN) (COBALT/ION) (LSJ)	1 (If Req'd)
19256352	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN) (COBALT/G5) (LAP)	1 (If Req'd)
19257488	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN) (COBALT) (LNF)	1 (If Req'd)
19300503	MODULE KIT, F/TNK F/PMP (INCLS LEVEL SENSOR) (2007 EQUINOX/TORRENT)	1 (If Req'd)
19257883	MODULE KIT, F/TNK F/PMP (INCLS LEVEL SENSOR) (2008-2009 EQUINOX/TORRENT)	1 (If Req'd)
23106138	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN) (MONTANA SV6/UPLANDER) (LGD)	1 (If Req'd)
23106139	MODULE KIT, F/TNK F/PMP (W/O FUEL LVL SEN) (MONTANA SV6/UPLANDER) (LZ9)	1 (If Req'd)
20870462	TANK, FUEL (-NU6/LNF) (USE WITH 15776431, 15776433)	1, (If Req'd)

25947828	TANK, FUEL (&LNF) (USE WITH 10325852, 22682111)	1, (If Req'd)
20757861	PIPE, F/TNK FIL (W/FIL HOSE) (CHEVROLET, PONTIAC) *	1, (If Req'd)
20757866	<u>HOSE ASM-F/TNK FIL</u> * (*SATURN ION ONLY, TRIM HOSE TO FIT)	1, (If Req'd)
22682111	SEAL,F/PMP (O-RING) (&LNF)	1, (If Req'd)
15776433	SEAL-F/PMP FUEL RSVR (O RING) (-NU6/LNF)	1, (If Req'd)
15776431	CAM,FUEL SDR (-NU6/LNF) *	1, (If Req'd)
10325852	CAM,FUEL SDR (&LNF)*	1, (If Req'd)

\* required only if fuel tank requires replacement.

## Service Procedure

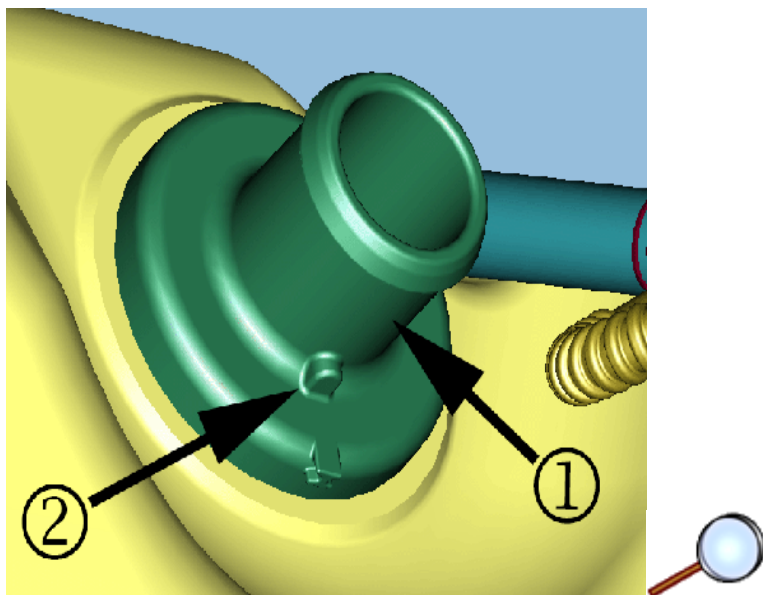
### Inspection

Verify that the fuel pump module requires replacement. Refer to the appropriate diagnostic information in SI.

- If the fuel pump module does NOT require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
- If the fuel pump module requires replacement, refer to the appropriate replacement procedure below.

### **Fuel Tank, Fuel Pump Module, and Fuel Filler Pipe or Hose Replacement – 2006-2008 Chevrolet Cobalt, Pontiac Pursuit, G5, and Saturn ION**

1. Remove the fuel tank. Refer to *Fuel Tank Replacement* in SI.
2. **Fuel Tank Inspection and/or Replacement Procedure** Inspect the fuel tank for the most recent part revision (p/n 20870462 or 25947828).



#### Identifying the 20870462 or 25947828 fuel tank

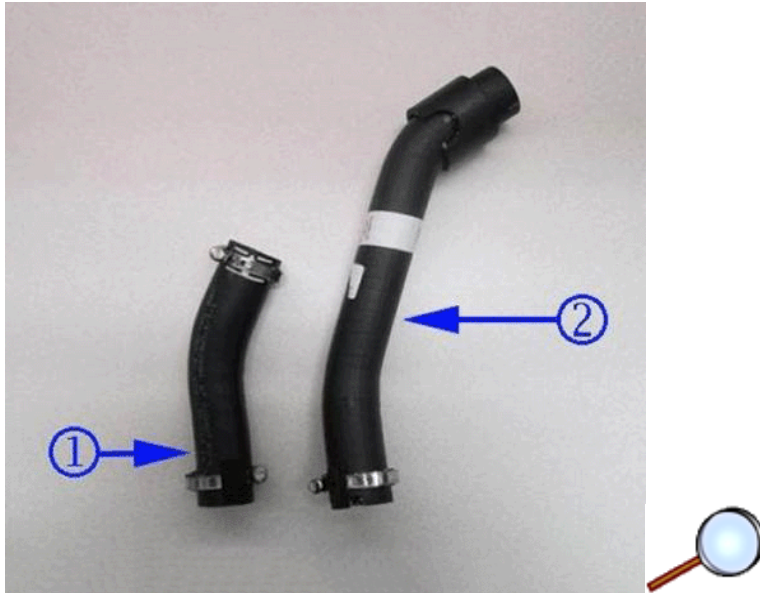
The fuel tank hose connection (1) will have an index feature (2) at the bottom 6 O'clock position where the hose joins the tank. Older style tanks have this feature on top at the 12 O'clock location. The fuel tank may also have an identifying tag displaying the part number.

If the part number **is** 20870462 or 25947828, and has the bottom index, **do not** replace the fuel tank or fill pipe.

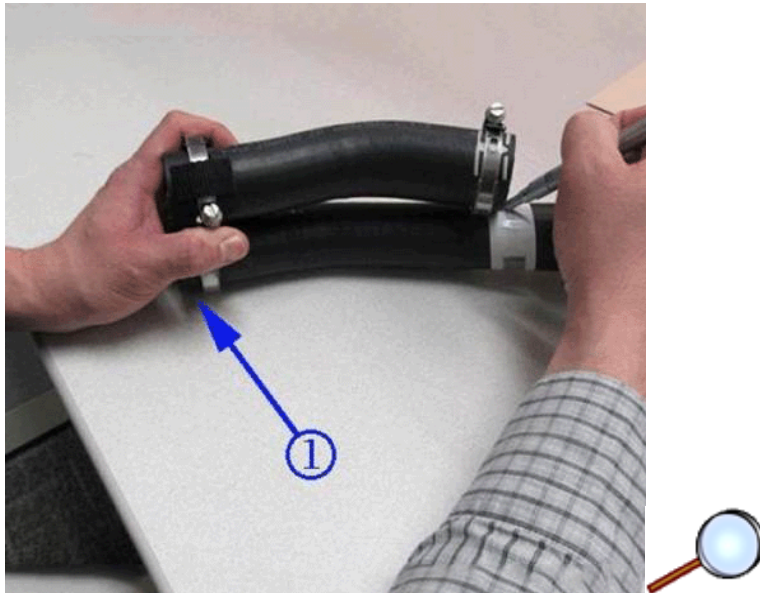
3. If the part number **is not** 20870462 or 25947828, and has the top index, **replace the fuel tank and fill pipe or fill hose as applicable. For 2006-2008 Chevrolet Cobalt, Pontiac Pursuit, G5:** Remove the fuel tank filler pipe. Refer to Fuel Tank Filler Pipe Replacement in SI.

**For ION:** Trim new fuel tank fill hose to match existing fuel fill hose.

- 3.1. Remove fuel fill hose from vehicle mounted fill pipe.



3.2. Match the new hose (2) to the original (1), aligning side by side.



3.3. Using a paint pen or equivalent, mark the new hose to the original, starting with the notched fuel tank ends of the hoses so that both hoses are the same length.

**Note:** When cutting the hose, be sure the cut is as straight as possible. Use a hose clamp or tape as a guide. Failure to cut the hose straight could result in leaks.

3.4. Cut the hose **from the fill end** opposite of the side with the notch (1) to match the length.

- 3.5. Transfer the clamp on the newly cut hose.
- 3.6. Install the new trimmed hose to vehicle mounted fill pipe, and to the tank.
4. Remove the fuel pump module. Refer to *Fuel Pump Module Replacement* in SI.
5. Install a new fuel pump module. Refer to *Fuel Pump Module Replacement* in SI.
6. Install the fuel tank filler pipe, if applicable from Step 3. Refer to *Fuel Tank Filler Pipe Replacement* in SI.
7. Install the fuel tank. Refer to *Fuel Tank Replacement* in SI.

### **Fuel Pump Module Replacement – Chevrolet Equinox, Pontiac Torrent, and all 2009 Vehicles**

1. Remove the fuel pump module. Refer to *Fuel Pump Module Replacement* in SI.
2. Install a new fuel pump module. Refer to *Fuel Pump Module Replacement* in SI.

### **Customer Reimbursement – For US**

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by July 31, 2014, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

**All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your District Service Manager – Aftersales prior to processing the request.**

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

**Important:** GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer ***MUST*** provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

### **Customer Reimbursement – For Canada**

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by July 31, 2014.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

### Courtesy Transportation

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.

### Warranty Transaction Information

Submit a transaction using the table below. All transactions should be submitted as a ZREG transaction type, unless noted otherwise.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
T5896	Diagnostic Time Only – No Repair Required	0.1-0.3	N/A
T5897	Install New Fuel Pump Module Only		N/A
	Cobalt, G5	1.5	
	Montana SV6, Uplander	1.5	
	Equinox, Torrent (Base)	1.7	
	Equinox, Torrent (AWD)	2.2	
	Add: Diagnostic Time	0.1-0.3	

	Install New Fuel Pump Module, Fuel Tank, Fill Pipe or Hose – 2006-2008 Vehicles Only		
9900158	Cobalt, G5, Pursuit	1.9	N/A
	ION	1.4	
	Add: Diagnostic Time	0.1-0.3	
T5898	Customer Reimbursement Approved	0.2	*
T5899	Customer Reimbursement Denied - For US dealers only	0.1	N/A

\* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

### Customer Notification

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

Dear General Motors Customer:

As the owner of a 2006 model year Pontiac Pursuit, 2006-2007 model year Saturn ION, 2006-2009 model year Chevrolet Cobalt, 2007-2009 model year Chevrolet Equinox, Pontiac G5, or Torrent, or 2008-2009 model year Chevrolet Uplander or Pontiac Montana SV6 vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some of these vehicles may have a condition where the plastic supply or return port on the fuel pump cracks and leaks fuel or fuel vapors. Fuel vapors, in the presence of an ignition source, could potentially cause a vehicle fire.

The symptoms of this condition are:

- A noticeable fuel odor while the vehicle is being driven or after it is parked
- The Check Engine Soon light may be illuminated on the instrument cluster
- If the crack is large enough, fuel may be observed on the ground, or vehicle performance may be affected

**What We Are Doing:** We are conducting two programs to address this issue. The first program is a safety recall in certain states. A safety recall is being conducted in these areas because we have determined that sustained, elevated temperatures in these areas directly correlate to the fuel pump cracking and fuel leaks some owners have experienced.

The second program is a special coverage in the remaining states. Under our special coverage, should a vehicle ever experience this condition, the owner must take the vehicle to their GM dealer and have the dealer inspect the vehicle, confirm the condition, and then repair that vehicle for free.



**Your vehicle is covered by this special coverage.**

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What You Should Do:** If your vehicle demonstrates the condition or symptoms described above, contact your GM dealer to schedule an inspection. Please note that repairs and adjustments qualifying under this special coverage **must** be performed by a GM dealer. Your dealer can tell you how long they will need your vehicle.

If your vehicle does not currently demonstrate this condition, you should keep this document in a safe place for future reference. You should not take your vehicle to your GM dealer unless these symptoms have been observed. Diagnosis or repair for conditions other than that described above is not covered under this special coverage program (and will be your responsibility).

**Reimbursement:** If you have paid for repairs for the condition described in this letter, please complete the enclosed form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by July 31, 2014, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or 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
Saturn	1-800-553-6000	1-800-833-6000
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Jim Moloney

General Director,  
Customer and Relationship Services

Enclosure

12191

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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VOLUNTARY  
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