

10113743

To: National Highway Traffic Safety Council <sup>2005</sup> <sup>11/13/05</sup>  
From:

Columbia, Tennessee

After a recall was issued by General Motors on my 2004 Chevrolet Impala, Walter Chevrolet, through neglect or inconsiderance, sold me this car and further, let me drive this dangerously defective car for over 3500 miles. Without regard to the life of myself, my wife, or the general public, I have had to receive an official recall from General Motors on Walter Chevrolet. The paperwork I have was obtained by myself only after the recall work was done (with no mention to my wife of such work) and I personally went to Walter Chevrolet and asked what type work had been done on my car other than the courtesy oil change for which my wife had taken the car in for. The manager at that time advised me of "campaign" work to the car, no mention of a

Joan  
3/8/05

recall. At that time I asked you and re-  
ceived the dealer paperwork on the recall.  
That paperwork is enclosed with this  
letter - along with the service order of  
Walker Chevrolet being page #8.

How many other people were sold cars with  
the same design? How many lives are  
still in jeopardy by Walker Chevrolet waiting  
for them to come in for an oil change before  
advising of a factory recall?

By the way - Amy Hutchinson, General Manager  
told me I'm sorry.

Thanks for reading your concerns.

Address information for Walker Chev  
is on page #8 on service letter leaf.

# Product Safety - Front Brake Caliper Bolt Torque #04049 - (Jun 28, 2004)

04049 - Front Brake Caliper Bolt Torque

2004 Chevrolet Impala, Monte Carlo

2004 Pontiac Grand Prix

### Condition

General Motors has decided that a defect which relates to motor vehicle safety exists in *certain* 2004 model year Chevrolet Impala and Monte Carlo, and Pontiac Grand Prix vehicles. Some of these vehicles may have left and right wheel assemblies in which the two bolts that attach the front brake caliper to the steering knuckle were not tightened adequately. If too much movement occurs between the caliper bracket and knuckle, the bolt(s) may back out or fracture. Depending on whether one or both bolts back out or fracture, the results can be 1) locking of the affected wheel, 2) reducing braking and noise from the affected wheel, or 3) severing of a brake hose, increased brake pedal travel, and reduced steering control. If this were to occur, it could result in a vehicle crash without prior warning.

### Correction

Dealers are to tighten both bolts to the specified torque.

### Vehicles Involved

Involved are *certain* 2004 model year Chevrolet Impala and Monte Carlo, and Pontiac Grand Prix vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2004	Chevrolet	Impala	49366838	49404359
2004	Chevrolet	Monte Carlo	49366031	49404352
2004	Pontiac	Grand Prix	41323215	41345974

### Important

Dealers should confirm vehicle eligibility through *GMVIS* (GM Vehicle Inquiry System) prior to beginning recall repairs. [Not all vehicles within the above breakpoints may be involved.]

### For US

For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle

Identification Number, customer name and address data has been prepared and will be loaded to the GM DealerWorld, Recall Information website. Dealers that have no involved vehicles currently assigned will not have a report available in GM DealerWorld.

#### For Canada & IPC

For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared, and are being furnished to involved dealers. Dealers that have no involved vehicles currently assigned will not receive a report with the recall bulletin.

The Campaign Initiation Detail Report may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other 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 program.

#### Parts Information

Parts required to complete this recall are to be obtained from General Motors Service 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.

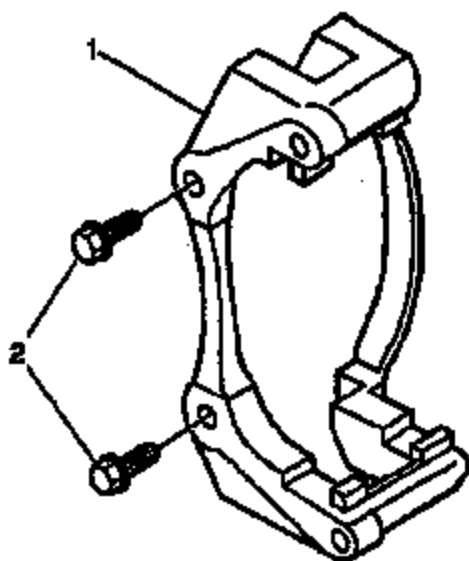
Part Number	Description	Qty
89021297 (US)	Adhesive	1*
10953488 (Canada)		

\*Adhesive will service several dozen vehicles.

#### Service Procedure

The following procedure provides instructions for removing, cleaning, and reinstalling the bolts that attach both front brake caliper mounting brackets to the knuckles.

1. Raise the vehicle on a suitable hoist and support as necessary.
2. Remove both front tire and wheel assemblies.



### Important

Do not remove the brake caliper from the mounting bracket.

3. Remove the two bolts (2) attaching the left front caliper mounting bracket (1) to the knuckle. Do not remove the bracket and caliper from the knuckle.
4. Using a wire brush, clean any threadlocker from the threads of the two bolts.
5. Apply adhesive (threadlocker), GM P/N 89021297 (Canadian P/N 10953488) or equivalent, to the threads of both bolts.
6. Reinstall the two bolts into the bracket. **Tighten**

Tighten the bolts to 170 N·m (125 lb ft).

7. Repeat the procedure on the right side front caliper mounting bracket bolts.
8. Install both front tire and wheel assemblies. **Tighten**

Tighten the wheel nuts to 140 N·m (103 lb ft).

9. Lower the vehicle.

### 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 Warranty. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product recall 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-PC	Labor Op	Labor Hours	Net Item
Reinstall Bolts	N/A	N/A	N/A	MA-96	V1183	0.4*	**
Courtesy Transportation	N/A	N/A	N/A	MA-96	***	N/A	****

\* – For Recall Administrative Allowance, add 0.1 hours to the "Labor Hours".

\*\* – The amount identified in the "Net Item" column should represent the sum total of the current GMSPD Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for the adhesive needed to perform the required repairs, not to exceed \$0.10.

\*\*\* – Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual.

\*\*\*\* – The amount identified in the "Net Item" column should represent the actual dollar amount for courtesy transportation.

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 IPC**

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 IPC (US States, Territories, and Possessions)**

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle which 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, please take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle. //

July 2004

Dear General Motors Customer:

*I have not received this notice*

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

#### Reason For This Recall

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2004 model year Chevrolet Impala and Monte Carlo, and Pontiac Grand Prix vehicles. Some of these vehicles may have left and right wheel assemblies in which the two bolts that attach the front brake caliper to the steering knuckle were not tightened adequately. If too much movement occurs between the caliper bracket and knuckle, the bolt(s) may back out or fracture. Depending on whether one or both bolts back out or fracture, the results can be 1) locking of the affected wheel, 2) reducing braking and noise from the affected wheel, or 3) severing of a brake hose, increased brake pedal travel, and reduced steering control. If this were to occur, it could result in a vehicle crash without prior warning.

#### What Will Be Done

Your GM dealer will tighten both bolts to the specified torque. This service will be performed for you at no charge.

#### How Long Will The Repair Take?

This service correction will take approximately 25 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

#### Contacting Your Dealer

To limit any possible inconvenience, we recommend that you contact your GM dealer as soon as possible to schedule an appointment for this repair. Should your dealer be unable to schedule a service

date within a reasonable time, you should contact the appropriate Customer Assistance Center at the number listed below. The Customer Assistance Center hours of operation are from 8:00 AM - 11:00 PM. EST, Monday through Friday.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If, after contacting the appropriate customer assistance center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, DC 20590 or call 1-888-327-4236.

#### Customer Reply Form

The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

#### Courtesy Transportation

If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

#### Recall Information Online

More information about this recall (including frequently asked questions) is available online at the Owner Center at My GMLink. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle. To join, visit [www.mygmLink.com](http://www.mygmLink.com) and enter your vehicle's 17-character vehicle identification number (VIN) shown on the enclosed form to get the most personalized information for your vehicle.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

General Motors Corporation

04049

Enclosure

inform those technicians of conditions that may occur on some vehicles, or to provide information that would 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.



VOLUNTARY  
TECHNICIAN  
CERTIFICATION

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PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**