



**GENERAL MOTORS NORTH AMERICA**  
**Safety Center**

March 16, 2000

Mr. K. N. Weinstein  
 Associate Administrator for Safety Assurance  
 National Highway Traffic Safety Administration  
 400 Seventh Street, S.W.  
 Washington, D.C. 20590

00V-085 (01)

Dear Mr. Weinstein:

The following information is submitted pursuant to the requirements of 49 CFR 573.5 as it applies to a determination by General Motors of defect which relates to motor vehicle safety involving certain 1999-2000 G model vans.

573.5(c)(1): Chevrolet and GMC Divisions of the General Motors Corporation.

573.5(c)(2)(3)(4): This information is shown on the attached sheet.

573.5(c)(5): General Motors has decided that a defect which relates to motor vehicle safety exists in certain 1999-2000 Chevrolet Express vans and GMC Savana vans equipped with a brake warning indicator. Some of these vehicles have a power steering cooler hose that can separate from the power brake booster fluid flow switch assembly. If this occurs, power steering fluid could flow onto hot engine parts and an engine compartment fire could occur.

573.5(c)(6): General Motors received a report of a vehicle fire on a subject vehicle on August 16, 1999. General Motors initiated an investigation to determine the cause and extent of the condition.

573.5(c)(8): This information will be set forth in the dealer bulletin.

573.5(c)(9): Draft copies of the owner notification and dealer bulletin are attached. General Motors plans to begin this campaign in March 2000. The final owner letter and dealer bulletin will be forwarded when they are available.

Sincerely,

Frank C. Somye, Jr.  
 Director  
 Product Investigations

1932 / 00028  
 attachments

Product Investigations  
 Mail Code: 480-108-304 • 30500 Mound Road • Warren, MI 48090-9068  
 Phone: (810) 966-8028 • Fax: (810) 947-2518  
 199L00C



573.5(c)(2),(3),(4)

**VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR  
PLUS INCLUSIVE DATES OF MANUFACTURE**

MAKE	MODEL SERIES	MODEL YEAR	NUMBER INVOLVED	INCLUSIVE MANUFACTURING DATES		DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.	EST. NO. W/CONDITION
				(FROM)	(TO)		
Chevrolet	G Vans	1999	3,194	3/98	6/99	Express	90%
Chevrolet	G Vans	2000	1,884	8/99	2/00	Express	90%
GMC	G Vans	1999	3,473	8/98	6/99	Savana	90%
GMC	G Vans	2000	1,837	6/99	1/00	Savana	90%
GM TOTAL:			10,468				

1002 / 00028

00V-085 (2)



# Campaign Bulletin

**\*\* GM Confidential \*\***

File In Section: Product Campaigns  
Bulletin No.: B-09-00-01  
Date: XXXX, XXXX  
DRAFT: Final

00V-085 (3)



## PRODUCT SAFETY CAMPAIGN

**SUBJECT: 000XX - POWER STEERING COOLER HOSE SEPARATION**

**MODELS: 1999-2000 CHEVROLET AND GMC G-VANS**

**DRAFT**  
**A FINAL VERSION OF THIS DRAFT WILL BE USED  
IF THERE IS A DECISION TO CAMPAIGN**

### CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 1999-2000 Chevrolet Express vans and GMC Savana vans equipped with a brake warning indicator. Some of these vehicles have a power steering cooler hose that can separate from the power brake booster fluid flow switch assembly. If this occurs, power steering fluid could flow onto hot engine parts and an engine compartment fire could occur.

To prevent the possibility of this condition occurring, dealers are to inspect, and if necessary, install three new screw clamps to the power steering hose joints.

### VEHICLES INVOLVED

Involved are certain 1999-2000 Chevrolet and GMC G vans equipped with a brake warning indicator (UJ1) and built within these VIN breakpoints:

YEAR	DIVISION	MODEL	PLANT	FROM	THROUGH
1999	GMC	G Van	Wentzville	X1010304	X1162022
2000	GMC	G Van	Wentzville	Y1100115	Y1195240
1999	Chevrolet	G Van	Wentzville	X1000039	X1161732
2000	Chevrolet	G Van	Wentzville	Y1100289	Y1210313

**IMPORTANT:** Dealers should confirm vehicle eligibility through VISS (Vehicle Information Service System) or *GM Access Screen* (Canada only) or *DCS Screen 445* (IPC only) before beginning campaign repairs. [Not all vehicles within the above breakpoints may be involved.]

Involved vehicles have been identified by Vehicle Identification Number. Computer listings containing the complete Vehicle Identification Number, customer name and address data have been prepared, and are being furnished to involved dealers with the campaign bulletin. The customer name and address data furnished will enable dealers to follow up with customers involved in this campaign. Any dealer not receiving a computer listing with the campaign bulletin has no involved vehicles currently assigned.

These dealer listings may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this listing to the follow-up necessary to complete this campaign.

### PARTS INFORMATION

Parts required to complete this campaign 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.

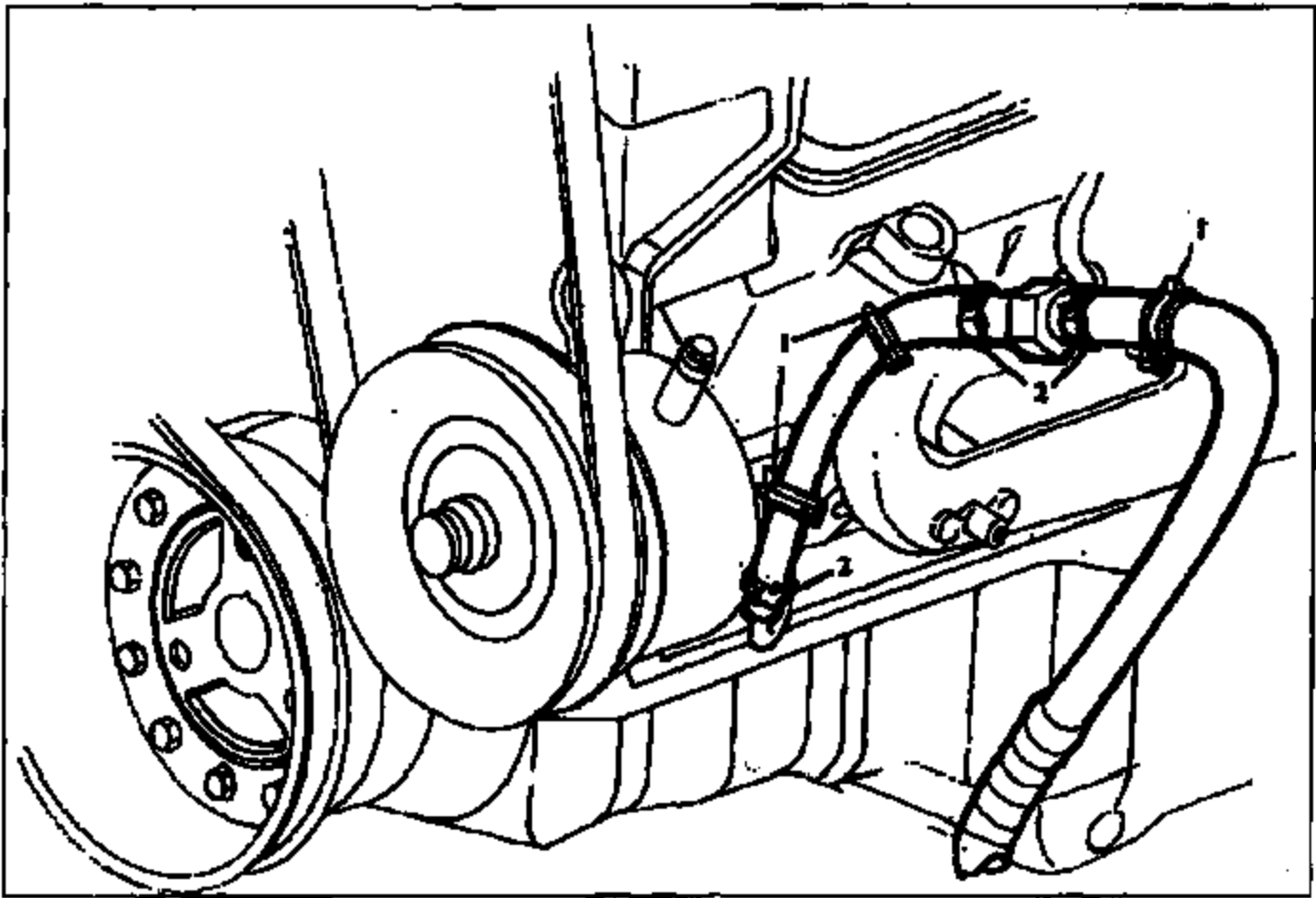
Part Number	Description	Quantity/Vehicle
15620999	Clamp	3 - (If Req'd)

### SERVICE PROCEDURE

1. Raise the hood.
2. Inspect for the type of clamp used on the hoses for the fluid flow switch (Figure 1, Item 2), located directly behind the steering intermediate shaft assembly.
  - If the clamps are screw clamps, no further action is required. Install the GM Campaign Identification Label.
  - If clamps are not screw clamps, proceed to step 3.
3. Disconnect and remove the air cleaner and duct assembly.
 

**Important:** Care must be taken when relocating the existing spring clamps to ensure that the hoses are not rotated, twisted, or stretched in any way that may change the position of the hose in relationship to the power steering pump fitting or the fittings on the fluid flow switch. **DO NOT DISCONNECT THE HOSES.**
4. Carefully expand and position the existing spring clamps (1) on the hoses as shown in Figure 1.
5. Completely unscrew the three new clamps (2) and install them onto the hoses where the original spring clamps were located.
6. With the new clamps (2) positioned 4 mm (5/32 in) from the end of the hose joint at which they were installed, tighten the clamps to 2 Nm (18 lb in).

**Figure 1**



7. Ensure that the electrical wiring harness connector is properly seated on the fluid flow switch and that the wire harness is not in contact with the hose clamps.
8. Install and connect the air cleaner and duct assembly.
9. With the engine running just off of Idle, the transmission in Park, and the service brake applied, complete a full right and full left turn until the end stop is reached. Repeat this step three times. Turn engine off.
10. Inspect for proper hose and clamp positions and for possible leaks. Correct as required.
11. Install the GM Campaign Identification Label.

**CAMPAIGN IDENTIFICATION LABEL – For US and IPC**

Place a Campaign Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin. Each label provides a space to include the campaign number and the five (5) digit dealer code of the dealer performing the campaign service. This information may be inserted with a typewriter or a ball point pen.

Put the Campaign Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. When installing the Campaign Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Campaign Identification Labels for US dealers can be obtained from Dealer Support Materials by calling 1-888-414-8322 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for Item Number S-1015 when ordering.

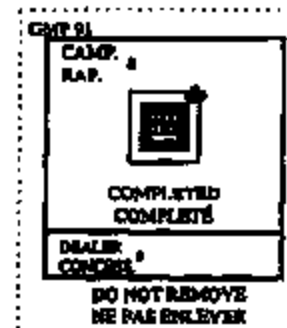


Additional Campaign Identification Labels for IPC dealers can be obtained from your Regional Marketing Office

**CAMPAIGN IDENTIFICATION LABEL – For CANADA**

Place a Campaign Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin. Each label provides a space to include the campaign number and the five (5) digit dealer code of the dealer performing the campaign service. This information may be inserted with a typewriter or a ball point pen.

Put the Campaign Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. Additional Campaign Identification Labels for Canadian dealers can be obtained from DGN by calling 1-800-668-5538 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for Item Number GMP 91 when ordering.



**CLAIM INFORMATION**

Submit a Product Campaign Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NO.	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS
Inspect Clamps, No Further Action Req'd	0	N/A	N/A	MA-86	V---	0.2
Inspect and Replace Clamps	3	--	**	MA-86	V---	0.4

- \* For Campaign Administrative Allowance, add 0.1 hours to the "Labor Hours".
- \*\* The "Parts Allowance" should be the sum total of the current GMSPO Dealer Net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for the three clamps needed to complete the repair.

Refer to the General Motors WINS Claims Processing Manual for details on Product Campaign Claim Submission.

**CUSTOMER NOTIFICATION** – For US and CANADA

Customers will be notified of this campaign on their vehicles by General Motors (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 suggested dealer letter.

**DEALER CAMPAIGN RESPONSIBILITY** – For US and IPC (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall campaign 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 campaign notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the campaign is not completed within a reasonable time.

**DEALER CAMPAIGN RESPONSIBILITY - ALL**

All unsold new vehicles in dealers' possession and subject to this campaign must be held and inspected/repared per the service procedure of this campaign bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this campaign 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. This could be done by mailing to such customers, a copy of the customer letter accompanying this bulletin. Campaign 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 campaign enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

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 your vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, factory 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. Use your judgment for information on whether your vehicle may benefit from the information.



We Support  
Voluntary Technician  
Certification



000##

(Sample Of Notification Used)

&lt;Month Of Mailing&gt;, 200#

**Dear General Motors Customer:**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**Reason For This Recall:**

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 1999-2000 Chevrolet Express vans and GMC Savana vans equipped with a brake warning indicator. Some of these vehicles have a power steering cooler hose that can separate from the power brake booster fluid flow switch assembly. If this occurs, power steering fluid could flow onto hot engine parts and an engine compartment fire could occur.

**What Will Be Done:** To prevent the possibility of this condition occurring, your GM dealer will inspect for, and if necessary, install three new screw clamps to the power steering hose joints. This service will be performed for you at no charge.

**How Long Will The Repair Take?** The length of time required to perform this inspection and service correction, if necessary, is approximately 15-25 minutes. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed to schedule, process and repair your vehicle.

**Contacting Your Dealer:** Please contact your Chevrolet/GMC dealer as soon as possible to arrange a service date. Parts are available and instructions for making this correction have been sent to your dealer. Your Chevrolet/GMC dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the listed number below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583

\* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

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 1-800-424-9383 (Washington, DC residents use 202-366-0123).

**Customer Reply Card:** The attached customer reply card identifies your vehicle. Presentation of this card 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 attached and mailing it in the postage paid envelope.

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.

**Chevrolet/Pontiac-GMC Division  
General Motors Corporation**

**Enclosure**