

GENERAL MOTORS NORTH AMERICA
Safety Center

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OFFICE
DEFECTS INVESTIGATION

May 17, 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-143 (2)

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 a defect which relates to motor vehicle safety involving certain 2000 Buick Century/Regal and Chevrolet Lumina model vehicles.

573.5(c)(1): Buick and Chevrolet 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 2000 Buick Century/Regal and Chevrolet Lumina model vehicles equipped with rear drum brakes. Some of these vehicles exhibit a condition in which the bolt head(s) on the rear spindle rod may separate. The driver may notice a rattle in the rear suspension. If the remaining portion of the bolt breaks, the rear wheel can shift, causing rear steering of the vehicle. The driver could lose control and a crash could occur without prior warning.

573.5(c)(6): General Motors initiated an investigation after receiving field reports of separated bolt heads in March of 2000.

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

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

Sincerely,


Frank C. Sonye, Jr.
Director
Product Investigations

1945 / 00047
attachments

Product Investigations
Mail Code: 480-106-304 • 30500 Mound Road • Warren, MI 48090-8055
Phone: (810) 888-8029 • Fax: (810) 847-2318
1945.DCC



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

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

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES</u> <u>(FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Buick	W Car	2000	14,575	11/99	1/00	Century/Regal	* Unknown
Chevrolet	W Car	2000	<u>4,179</u>	11/99	2/00	Lumina	"
		GM Total:	18,754				

1945 / 00047

00U-148 (2)



Campaign Bulletin

File In Section: Product Campaigns
Bulletin No.: 00047
Date: Month, 2000
DRAFT # 1

00V-143 (03)



PRODUCT SAFETY CAMPAIGN

SUBJECT: 00047 - REAR WHEEL SPINDLE ROD BOLTS

MODELS: CERTAIN 2000 BUICK CENTURY/REGAL AND CHEVROLET LUMINA VEHICLES EQUIPPED WITH REAR DRUM BRAKES

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 2000 Buick Century/Regal and Chevrolet Lumina model vehicles equipped with rear drum brakes. Some of these vehicles exhibit a condition in which the bolt head(s) on the rear spindle rod may separate. There may be a noticeable rattle in the rear suspension. If the remaining portion of the bolt breaks, the wheel can shift, causing rear steering of the vehicle. The driver could lose control and a crash could occur without prior warning.

CORRECTION

Dealers are to replace the rear spindle rod bolts on involved vehicles.

VEHICLES INVOLVED

Involved are certain 2000 Buick Century/Regal and Chevrolet Lumina model vehicles equipped with rear drum brakes and built within these VIN breakpoints:

YEAR	DIVISION	MODEL	PLANT	FROM	THROUGH
2000	Buick	Century/ Regal	Oshawa #2	Y1194210	Y1225420
2000	Chevrolet	Lumina	Oshawa #2	Y1194541	Y1272328

IMPORTANT: Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry 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

Important: An initial supply of parts required to complete this campaign will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of _____ ##, 200#. Pre-shipped parts will be charged to dealer's open parts account.

Additional parts, if required, 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
1028-978	Bolt, Rear Wheel Spindle Rod	4

SERVICE PROCEDURE

1. Replace all four (4) rear wheel spindle rod bolts following published service information.
2. 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 1-888-549-6152 (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 1-800-888-5539 (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
Replace four (4) rear wheel spindle rod bolts	4	10280978	**	MA-98	V0526	##

- * For Campaign Administrative Allowance, add 0.1 hours to the "Labor Hours".
- ** The "Parts Allowance" should be the sum total of the current GMSP0 Dealer Net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for <list parts required> 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/repaired 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 those 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 tools, equipment, 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 dealer/retailer for information on whether your vehicle may benefit from the information.

**We Support
Voluntary Technician
Certification**

00047

<Month Of Mailing>, 2000

Dear <Division(s)> 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 2000 Buick Century/Regal and Chevrolet Lumina model vehicles equipped with rear drum brakes. Some of these vehicles exhibit a condition in which the bolt head(s) on the rear spindle rod may separate. You may notice a rattle in the rear suspension. If the remaining portion of the bolt breaks, the wheel can shift, causing rear steering of the vehicle. The driver could lose control and a crash could occur without prior warning.

What Will Be Done: Your dealer will replace the rear spindle rod bolts on your vehicle. This service will be performed for you at no charge.

How Long Will The Repair Take? The length of time required to perform this service correction is approximately <insert labor time rounded up to next higher 5 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 <Division> 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 <Division> 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 *
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438

* 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 1-800-424-9393 (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.

Courtesy Transportation: 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.

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.

<Division(s)>
General Motors Corporation

Enclosure