



# Campaign Bulletin

File In Section: Product Campaigns

Bulletin No.: 00052

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## FMVSS NON-COMPLIANCE CAMPAIGN

**SUBJECT: 00052 - ONBOARD ENTERTAINMENT CENTER INSTALLATION**

**MODELS: 1999-2000 CADILLAC ESCALADE EQUIPPED WITH AN ONBOARD ENTERTAINMENT CENTER**

**COMPLETION OF THIS CAMPAIGN LIFTS THE STOP DELIVERY ORDER ISSUED ON MAY 24, 2000 VIA DCS MESSAGE WIA0000055.**

### CONDITION

General Motors has decided that certain 1999-2000 Cadillac Escalade model vehicles equipped with an OnBoard Entertainment Center installed on the left-hand side (driver side), fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 301, "Fuel System Integrity". On some of these vehicles, the video cassette player mounting screws may extend below the floor pan. In a vehicle crash, a screw may penetrate the fuel tank and a fuel leak could occur. Additionally, a mounting screw could contact the fuel return line and eventually cause a wear-through condition, resulting in a fuel leak. In either case, if an ignition source were present, a vehicle fire could result.

### CORRECTION

Dealers are to inspect the installation of the OnBoard Entertainment Center. If the entertainment center is installed on the right-hand side (passenger side), no correction is required. If the entertainment center is installed on the left-hand side (driver side), dealers are to remove and reinstall the entertainment center with a revised attachment bracket, and inspect the fuel return line, and replace if necessary.

### VEHICLES INVOLVED

Involved are certain 1999-2000 Cadillac Escalades equipped with an OnBoard Entertainment Center and built within these VIN breakpoints:

YEAR	DIVISION	MODEL	PLANT	FROM	THROUGH
1999	Cadillac	Escalade	Arlington	XR401838	XR419794
2000	Cadillac	Escalade	Arlington	YR100061	YR212760

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

Involved vehicles have been identified by Vehicle Identification Number and will be available in GMVIS beginning June 20, 2000. Confirm vehicle eligibility through GMVIS prior to beginning campaign repairs. Computer listings containing the complete Vehicle Identification Number, customer name and address data are being prepared, and will be furnished to involved dealers with a copy of the campaign bulletin as soon as they are available. 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:** Parts required to perform this campaign are to be obtained from two different sources.

*The part in the table below is 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
15733144	PIPE, FUEL RTN	1 (If Req'd)

**Important:** It is estimated that only a small number of involved vehicles will require replacement of the fuel return pipe. Please order parts accordingly.

*The parts in the table below are to be obtained from Rosen Products. Do not order these parts from GMSPO.*

**Important:** An initial supply of VCP Repair Kits required to complete this campaign will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of June 19, 2000. Kits are labeled with a sticker stating "Attn: Parts Manager, Campaign #00052, VCP Repair Kit". Parts received for a recently transferred vehicle should be forwarded by the original dealer (with a phone call) to the dealer that received the transferred vehicle. Kits will be furnished at no-charge.

Additional kits, if required, are to be obtained from Rosen by calling 1-800-964-1708. Please refer to your "involved vehicles listing" before ordering parts.

Part Number	Description	Quantity/Vehicle
0534-9500-01-VSX	VCP Repair Kit (Tecstar Installed – vehicles with yellow and blue electrical tape on tuner cables)	1
<b>Or</b>		
0534-9501-01	VCP Repair Kit (Rosen Installed – vehicles with no electrical tape on tuner cables)	1

### SERVICE PROCEDURE

- Inspect for location of the OnBoard Entertainment Center.
  - If installed on the right-hand side (passenger), no further action is required. Install the GM Campaign Identification Label.
  - If installed on the left-hand side (driver), proceed to step 2.

**Important:** To determine the correct Video Cassette Player (VCP) Repair Kit to use, visually inspect the cables on the tuner.

- If there are pieces of yellow and blue electrical tape on the tuner cables, use kit P/N 0534-9500-01-VSX.
  - If there is no electrical tape on the tuner cables, use kit P/N 0534-9501-01.
- Disconnect the battery.

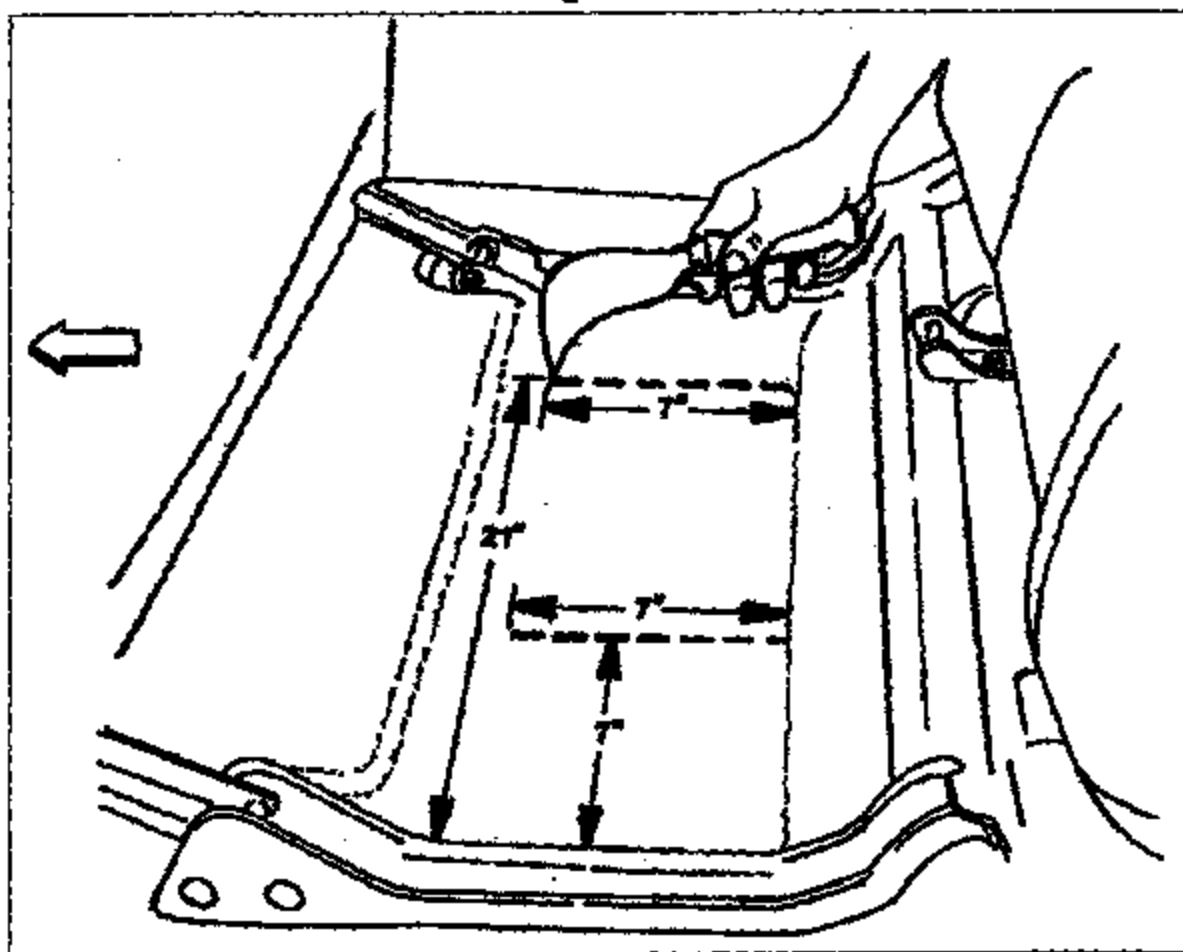
**Important:** The VCP retaining bracket may be located on either the inboard or outboard side of the VCP.

- Loosen the two nuts on the VCP retaining bracket (6).
 

**Important:** Do not remove any electrical connections from the tuner.
- Disconnect the power and signal cables from the back of the VCP (3) and remove.
 

**Important:** The number and type of fasteners used to secure the VCP mounting bracket and the tuner may differ from one vehicle to another.
- Remove the screws retaining the VCP mounting bracket (5) and the tuner (1) to the vehicle floor pan.
- Remove the VCP mounting bracket (5). Lower the driver's side rear seat back slightly and, taking care not to damage or disconnect any electrical connections, place the tuner behind the driver's side rear seat back.
- At the two locations shown in Figure 1, cut the carpet and padding, taking care not to cut or damage any of the wiring harnesses routed under the carpet or in the area where cuts are to be made.
- Fold forward the carpet/padding flap created by making the two cuts, exposing the vehicle floor pan. Remove any carpet/padding debris.

Figure 1

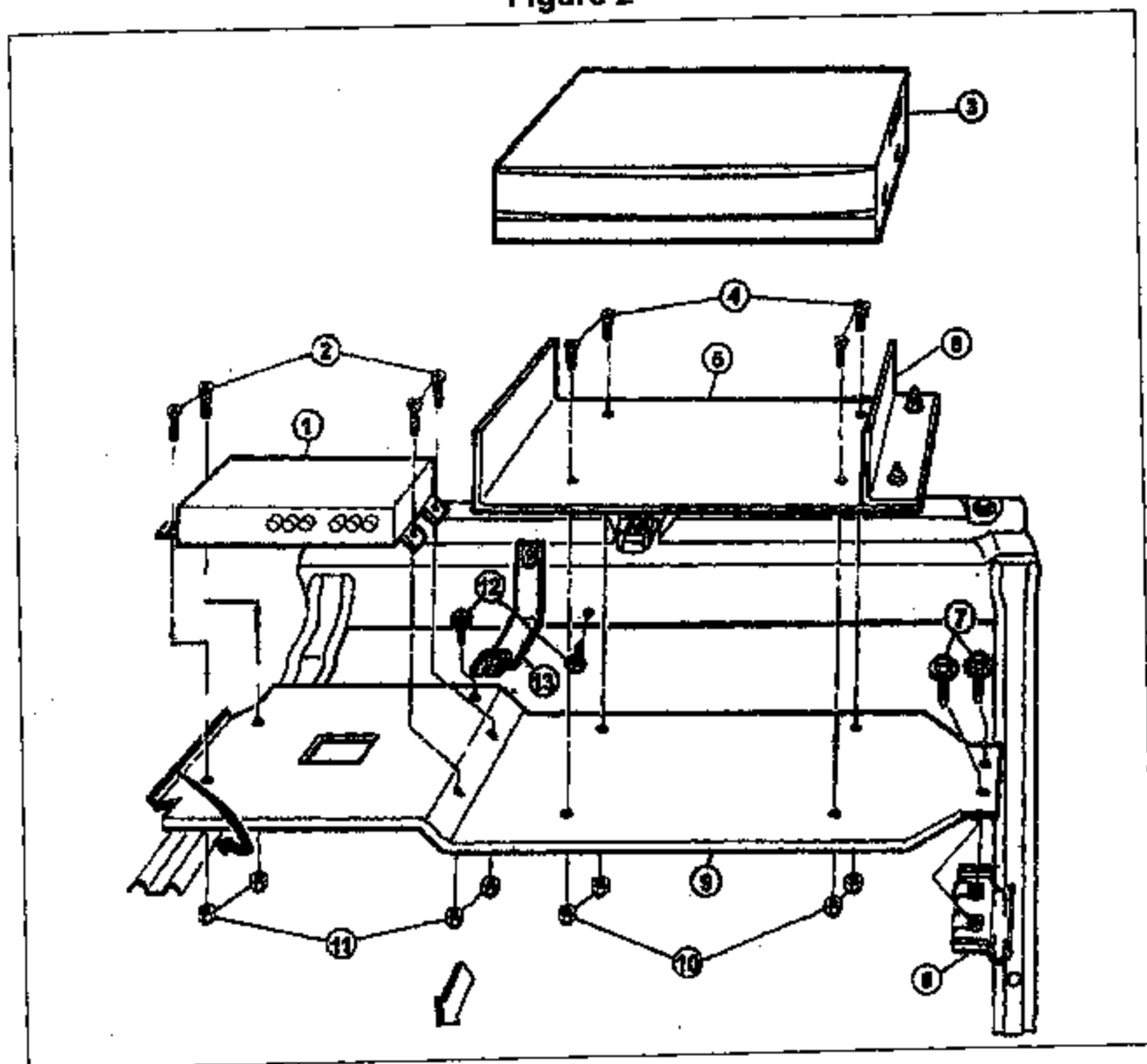


9. Inspect the holes in the floor pan and if well nuts (rubber encapsulated nuts) are present, remove and discard.
10. Clean the holes and the surrounding areas (approximately 2" X 2") with an 80/20 alcohol/water solution, and let dry.
11. On vehicles that had been assembled with well nuts, apply a bead of RTV sealant, P/N 12345739, around each of the eight holes and install the rubber plugs contained in kit P/N 0534-9500-01-VSX.
12. Remove the paper backing from the 2" X 2" adhesive patches, and install a patch over each plug or hole that was made to secure the VCP bracket (5) or tuner (1) to the floor pan.
13. Unfold the carpet/padding and position them into their original location.
14. Position fore/aft bracket hole location template, contained in the kit, onto the cross car portion of the rear seat bracket and mark the hole location.
15. Drill a 1/4" hole at the point located in the previous step.
16. Install the new fore/aft bracket (13) under the cross car portion of the rear seat bracket and secure it with a washer head sheet metal screw (12). Tighten to 2 Nm (15 lb in).
17. Position the new VCP/tuner mounting plate (9) in the vehicle.

**Important:** The outboard mounting legs/tabs on some tuners may need to be bent downward to conform to the contour of the VCP/tuner mounting plate.

18. Remove the tuner (1) from behind the rear seat and position it onto the VCP/tuner mounting plate (9) as shown in Figure 2.

Figure 2



19. Secure the tuner (1) to the mounting plate (9) using the panhead screws (2) and nyloc nuts (11), tightened to 2 Nm (15 lb in).
20. Position the previously removed VCP bracket (5) onto the VCP/tuner mounting plate (9) as shown in Figure 2
21. Secure the VCP bracket (5) to the mounting plate (9) with the four flathead screws (4) and nyloc nuts (10) tightened to 2 Nm (15 lb in).
22. Hook the end of the VCP/tuner mounting plate (9) under the inboard leg of the rear seat bracket and align it with the fore/aft bracket (13).
23. Install the new mounting plate retaining bracket (8) under the outboard leg of the rear seat bracket and align the holes with the holes in the VCP/tuner mounting plate (9).

24. With the VCP/tuner mounting plate (9) positioned over the fore/aft bracket (13) and the mounting plate retaining bracket (8), secure the fore/aft bracket (13) to the mounting plate (9) with a washer head sheet metal screw (12) tightened to 2 Nm (15 lb in).
25. Install the two hex head screws (7) through the mounting plate (9) into the retaining bracket (8) and tighten the screws (7) to 7 Nm (5 lb ft).
26. Position the VCP (3) onto its mounting bracket (5) and connect the power and signal cables.
27. Position the VCP retaining bracket (6) tight against the VCP (3) and tighten the nuts to 3 Nm (25 lb in).
28. Raise and support the vehicle.
29. Remove fasteners securing the fuel filter to the frame rail.
30. Disconnect the fuel return line at the fitting forward of the in-line fuel filter.
31. Unfasten the two fuel line bundle clips, located between the fuel tank and frame rail, from the frame rail.
32. Unclip the fuel return line from the fuel line bundle clips.
33. Support the fuel tank by positioning a transmission jack (J-41160) under the fuel tank between the fuel tank straps.
34. Remove the fuel tank strap attaching bolts and lower/swing the straps inboard.

**NOTICE:** Lowering the fuel tank more than the distance indicated may result in damage to the fuel filler or vent pipes.

35. Lower the fuel tank approximately 6 inches.
36. Disconnect the fuel return line, identified with blue tape, from the fuel tank sender assembly.
37. Working rearward, remove the fuel return line from the vehicle.
38. Inspect the fuel return line for damage to the sleeve or to the line itself, that may have occurred due to contact with the fasteners originally used to secure the VCP and tuner.
39. If there is any indication that the fuel return line was contacted by a screw, discard the line.
40. Position either the undamaged or a new fuel return line in the vehicle and connect it to the fuel tank sender assembly.
41. Hand start the fuel return line fitting located forward of the in-line fuel filter.
42. Raise the fuel tank up into position ensuring that the wiring harness located along the frame rail is not pinched between the tank and frame.
43. Position the fuel tank straps, install the fuel tank strap bolts, and tighten the bolts to 35 Nm (26 lb ft).
44. Snap the fuel return line into the two fuel line bundle clips and attach the clips to the frame rail.
45. Tighten the fuel return line fitting located forward of the fuel filter to 27 Nm (20 lb ft).
46. Position the fuel filter bracket on the frame rail, and install and tighten the two attaching bolts to 20 Nm (15 lb ft).
47. Remove the transmission jack and lower the vehicle.
48. Connect the battery.
49. Install the GM Campaign Identification Label.

**CAMPAIGN IDENTIFICATION LABEL**

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.**

**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 - Unit Installed on Right Side - No Further Action Req'd	0	N/A	N/A	MA-96	V0536	0.2
Inspect - Unit Installed on Left Side - Remount Entertainment Center & Inspect Fuel Return Line	0	N/A	N/A	MA-96	V0537	0.8
Add: Replace Fuel Ret. Line	1	—	**			0.5

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

\*\* The "Parts Allowance" should be the sum total of the current GMSPD Dealer Net price plus applicable Mark-Up for the fuel return line, if needed to complete the repair.

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

**CUSTOMER NOTIFICATION**

Customers will be notified of this campaign on their vehicles by General Motors (see copy of customer letter included with this bulletin).

## DEALER CAMPAIGN RESPONSIBILITY

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.

**This bulletin is notice to you that the new motor vehicles included in this campaign may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the campaign correction, your dealership may be subject to a civil penalty for each such sale.**

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 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 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**



## (Sample Of Notification Used)

July, 2000

Dear Cadillac 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 certain 1999-2000 Cadillac Escalade model vehicles equipped with an OnBoard Entertainment Center installed on the left-hand side (driver side), fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 301, "Fuel System Integrity". On some of these vehicles, the video cassette player mounting screws may extend below the floor pan. In a vehicle crash, a screw may penetrate the fuel tank and a fuel leak could occur. Additionally, a mounting screw could contact the fuel return line and eventually cause a wear-through condition, resulting in a fuel leak. In either case, if an ignition source were present, a vehicle fire could result.

**What Will Be Done:** If the entertainment center is installed on the right-hand side (passenger side), no correction is required. Please return the attached card indicating that you have completed the campaign by yourself. If the entertainment center is installed on the left-hand side (driver side), your Cadillac dealer will remove and reinstall the entertainment center with a revised attachment bracket. Your dealer will also inspect, and if necessary, replace the fuel return line. This service will be performed for you at **no charge**.

**How Long Will The Repair Take?** The length of time required to reinstall your rear entertainment center with the revised attachment bracket is approximately 40 minutes, and if required, another 30 minutes to replace the fuel return line. 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 Cadillac 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 Cadillac 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 Cadillac Customer Assistance Center at 1-800-458-8006. The deaf, hearing impaired, or speech impaired should call 1-800-833-2622 (utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)).

If, after contacting the Cadillac 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.

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.

Cadillac Motor Car Division  
General Motors Corporation

Enclosure