



Campaign Bulletin

File In Section: Product Campaigns
Bulletin No.: 00100A
Date: August, 2001

00V-375



F/CMVSS NONCOMPLIANCE CAMPAIGN

SUBJECT: 00100A – CONSOLE/ARMREST CAM LATCH COMPLIANCE

**MODELS: 1998-2001 GMC ENVOY
2000-2001 GMC JIMMY DIAMOND EDITION**

THIS BULLETIN CANCELS AND REPLACES BULLETIN 00100 ISSUED APRIL, 2001. THIS BULLETIN IS BEING REVISED TO INCLUDE A SERVICE PROCEDURE FOR CERTAIN 1998 VEHICLES THAT MAY REQUIRE THE REPLACEMENT OF THE UPPER CONSOLE PLATE. ALL COPIES OF BULLETIN 00100 SHOULD BE DESTROYED.

CONDITION

General Motors has decided that certain 1998-2001 GMC Envoys and 2000-2001 GMC Jimmy Diamond Editions fail to conform to Federal/Canada Motor Vehicle Safety Standard 201, "Occupant Protection in Interior Impacts". These vehicles have a console cover/armrest cam latch that could release at less than the 10 g vertical load requirement of the standard. During a crash, the console cover could open and the cover or items stored under it could injure an occupant.

CORRECTION

Dealers are to replace the console latch mechanism.

VEHICLES INVOLVED

Involved are certain 1998-2001 GMC Envoys and 2000-2001 GMC Jimmy Diamond Edition vehicles built within these VIN breakpoints:

YEAR	DIV.	MODEL	PLANT	FROM	THROUGH
1998	GMC	Envoy	Moraine	W2950001	W2955851
1999	GMC	Envoy	Moraine	X2950001	X2955128
2000	GMC	Envoy	Moraine	Y2100003	Y2402333
2001	GMC	Envoy	Moraine	12100018	12100022

VEHICLES INVOLVED, Cont'd.

YEAR	DIV.	MODEL	PLANT	FROM	THROUGH
2000	GMC	Jimmy Diamond Edition	Moraine	Y2108085	Y2388366
2001	GMC	Jimmy Diamond Edition	Moraine	12100017	12100140

IMPORTANT: Dealers should confirm vehicle 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.

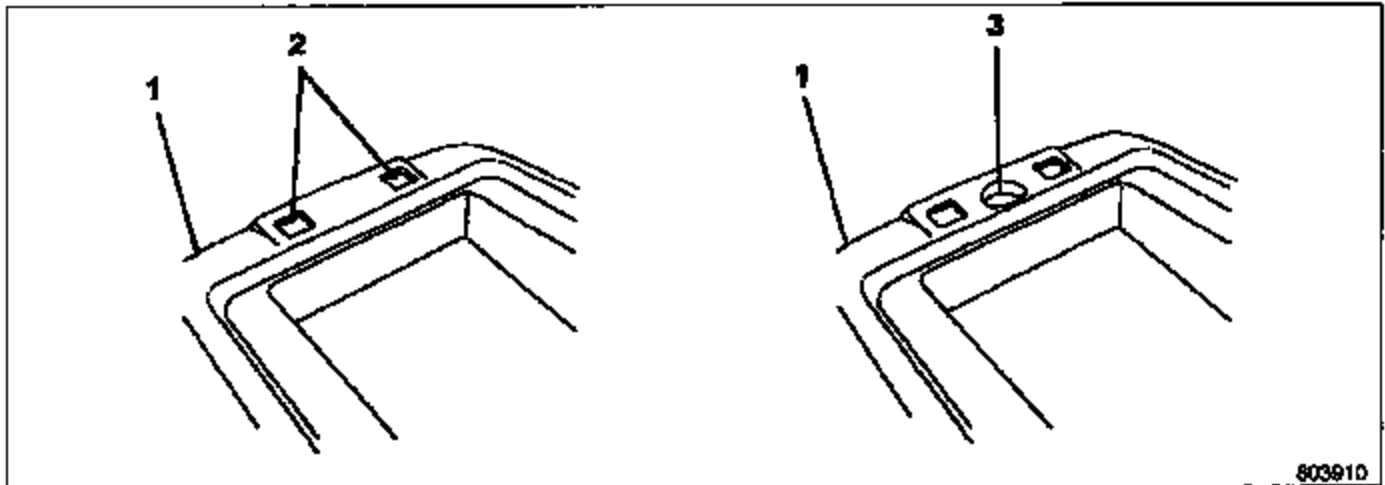
PARTS INFORMATION

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
15070844	Panel Asm, F/Fir Cnsl Compt Dr Inr	1
12475096	Plate, F/Fir Cnsl Tr (Pewter) (1998 Vehicles Only)	1 (If Req'd)
12475097	Plate, F/Fir Cnsl Tr (Beige) (1998 Vehicles Only)	1 (If Req'd)
11505213	Nut, Push On (1998 Vehicles Only)	2 (If Req'd)

SERVICE PROCEDURE**Important**

The following inspection procedure only applies to 1998 vehicles. For 1999-2001 vehicles, proceed to the service procedure titled "Inner Console Cover Replacement".

Inspection - 1998 Models Only**Important**

Some early production 1998 vehicles were manufactured with an upper console plate (1) that does not have a round or D-shaped hole (3) located between the two square holes (2). In order to perform this campaign the vehicle **MUST HAVE** this additional hole (3) in the upper console plate.

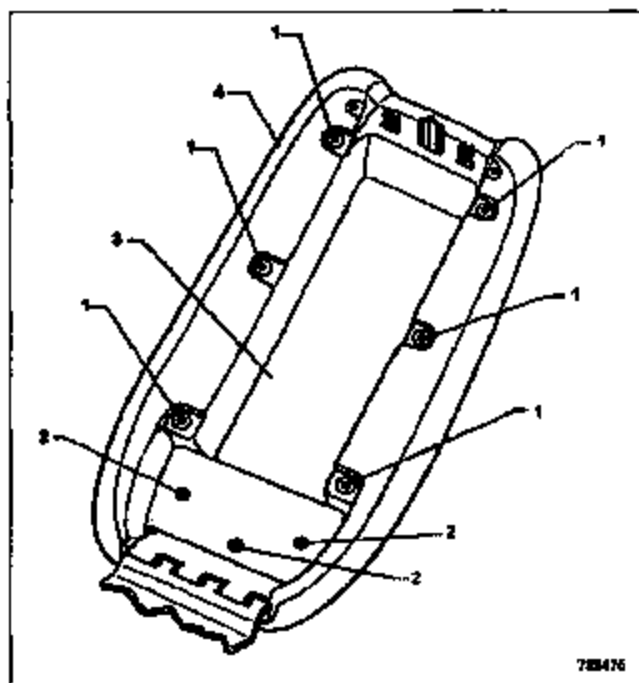
1. Verify whether or not the vehicle has this additional hole by opening the console compartment cover and comparing the holes in the upper console plate to those shown in the illustration above.
 - If the upper console plate **DOES** have the hole (3) located between the two square holes (2), proceed to the service procedure titled "Inner Console Cover Replacement".
 - If the upper console plate does **NOT** have the hole (3) located between the two square holes (2), proceed to the service procedure titled "Upper Console Plate Replacement".

Inner Console Cover Replacement

Important

For additional information, see the Instrument Panel and Console subsection in the Body and Accessories section of the appropriate service manual.

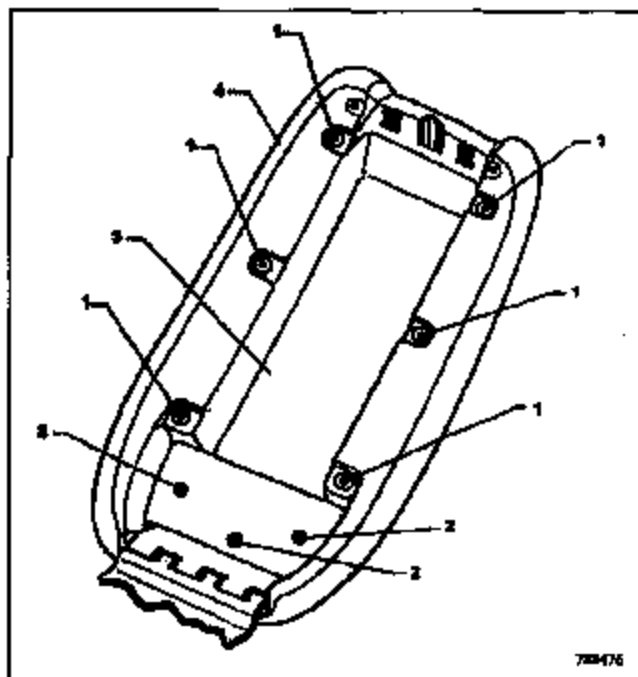
1. Open the floor console cover and remove the six torx head screws (1) and the three phillips head screws (2) that attach the inner console cover to the outer console cover.
2. Separate the inner console cover (3) from the outer cover (4) and discard the inner cover. It is not necessary to remove the console outer cover from the hinge assembly.
3. Install the new inner console cover to the outer console cover.
4. Install the three phillips head screws (2) and then the six torx head screws (1). Tighten all screws to 1.5 Nm (13 lb in).
5. Close the console cover and verify that the latch operates properly.
6. Install the GM Campaign Identification Label.



Upper Console Plate Replacement

1. Open the console cover, remove the convenience tray and the rubber mat from the bottom of the compartment.
2. Remove the shifter trim plate or bezel.
3. Disconnect the electrical connector at the right side of the shifter.
4. Remove the trim cover located on the right side, at the very front of the console.
5. Disconnect the console electrical connector located behind the trim cover.
6. Remove the bolts attaching the console to the floor.
7. Position the transmission shift lever as necessary and remove the complete console, including the CD player from the vehicle.
8. Remove the four T-15 torx head screws attaching the CD player cover. The two top screws are located under pieces of tape on the top of the cover.
9. Remove the four screws that attach the CD player mounting bracket to the console.
10. Remove and discard the two washer type fasteners that attach the mounting bracket to the console.

11. Remove the CD player and mounting bracket from the console.
12. Release the retaining clips and remove the upper console plate from the lower console.
13. Install the new upper console plate on the lower console.
14. Install the CD player and bracket in the console.
15. Install the two new push on nuts to the CD player bracket and console.
16. Install the four screws that attach the CD player bracket to the console and tighten to 6 Nm (53 lb in).
17. Install the four T-15 torx head screws that attach the CD player cover and tighten to 2 Nm (17 lb in). Reinstall the tape over the two top screws.
18. Remove the six torx head screws (1) and the three phillips head screws (2) that attach the inner console cover to the outer console cover.
19. Separate the inner console cover (3) from the outer cover (4) and discard the inner cover. It is not necessary to remove the console outer cover from the hinge assembly.
20. Install the new inner console cover to the outer console cover.
21. Install the three phillips head screws (2) and then the six torx head screws (1). Tighten all screws to 1.5 Nm (13 lb in).
22. Close the console cover and verify that the latch operates properly.
23. Install the console in the vehicle.
24. Install the bolts that attach the console to the floor and tighten to 10Nm (88 lb in).
25. Connect the electrical connector at the right front side of the console.
26. Install the trim cover over the electrical connector.
27. Connect the electrical connector at the side of the shifter.
28. Install the shifter trim plate or bezel.
29. Install the rubber mat and the convenience tray, and close the compartment cover.
30. 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.

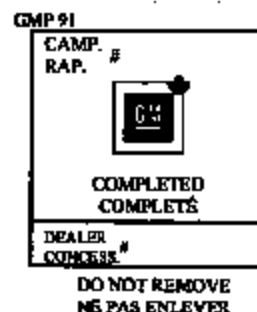


Additional Campaign Identification Labels for IPC dealers can be obtained from your Regional Marketing Office

CAMPAIGN IDENTIFICATION LABEL – For CANADA

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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 1-800-688-5539 (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
Install Inner Console Cover	1	—	**	MA-98	V0721	0.2
Add: Install Upper Console Replacement (1988 Vehicles Only)	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 GMSPO Dealer Net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for the panel assembly 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.

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.

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 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 dealership for information on whether your vehicle may benefit from the information.



We Support
Voluntary Technician
Certification

April, 2001

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 certain 1998-2001 GMC Envoys and 2000-2001 GMC Jimmy Diamond Editions fail to conform to Federal/Canada Motor Vehicle Safety Standard 201, "Occupant Protection in Interior Impacts". These vehicles have a console cover/armrest cam latch that could release at less than the 10 g vertical load requirement of the standard. During a crash, the console cover could open and the cover or items stored under it could injure an occupant.

What Will Be Done: Your dealer will replace the console latch mechanism. 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 fifteen 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 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 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 *
GMC	1-800-462-8782	1-800-462-8583
GMODC	(905) 644-4112	
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

* 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 1-888-327-4236.

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.

General Motors Corporation

Enclosure

(SUGGESTED DEALER LETTER)

General Motors has decided that certain 1998-2001 GMC Envoy and 2000-2001 GMC Jimmy Diamond Editions fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 201, "Occupant Protection in Interior Impacts" that requires the console cover remain closed when subjected to a 10 g vertical load. These vehicles have a console cover/armrest cam latch that could release at less than the 10g vertical load. During a crash, an unrestrained hinged cover could cause injury to the vehicle occupants. In addition, any contents of the console would be unrestrained and could also cause injury.

We will replace the console latch mechanism. This service will be performed for you at no charge.

Please contact us as soon as possible to arrange a service date.

We sincerely regret any inconvenience this causes you; however, we have taken this action in the interest of your continued satisfaction with our products.

GMODC
General Motors Corporation

00100

/il



Campaign Bulletin

File In Section: Product Campaigns
Bulletin No.: 00100
Date: April, 2001



00V-375

F/CMVSS NONCOMPLIANCE CAMPAIGN

SUBJECT: 00100 – CONSOLE/ARMREST CAM LATCH COMPLIANCE

**MODELS: 1998-2001 GMC ENVOY
2000-2001 GMC JIMMY DIAMOND EDITION**

CONDITION

General Motors has decided that certain 1998-2001 GMC Envoys and 2000-2001 GMC Jimmy Diamond Editions fail to conform to Federal/Canada Motor Vehicle Safety Standard 201, "Occupant Protection in Interior Impacts". These vehicles have a console cover/armrest cam latch that could release at less than the 10 g vertical load requirement of the standard. During a crash, the console cover could open and the cover or items stored under it could injure an occupant.

CORRECTION

Dealers are to replace the console latch mechanism.

VEHICLES INVOLVED

Involved are certain 1998-2001 GMC Envoys and 2000-2001 GMC Jimmy Diamond Edition vehicles built within these VIN breakpoints:

YEAR	DIV.	MODEL	PLANT	FROM	THROUGH
1998	GMC	Envoy	Moraine	W2950001	W2955851
1999	GMC	Envoy	Moraine	X2950001	X2955128
2000	GMC	Envoy	Moraine	Y2100003	Y2402333
2001	GMC	Envoy	Moraine	12100018	12100022
2000	GMC	Jimmy Diamond Edition	Moraine	Y2108085	Y2388366
2001	GMC	Jimmy Diamond Edition	Moraine	12100017	12100140

IMPORTANT: Dealers should confirm vehicle 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

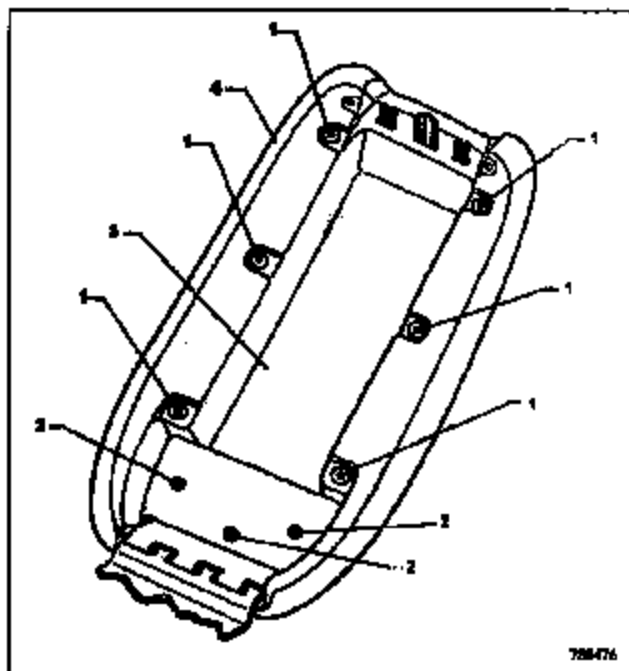
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Part Number	Description	Quantity/Vehicle
15070844	Panel Asm, F/Fir Cnsl Compt Dr Inr	1

SERVICE PROCEDURE

Important: For additional information, see the Instrument Panel and Console subsection in the Body and Accessories section of the appropriate Service Manual.

1. Open the floor console cover and remove the six torx head screws (1) and the three phillips head screws (2) that attach the inner console cover to the outer console cover.
2. Separate the inner console cover (3) from the outer cover (4) and discard the inner cover. It is not necessary to remove the console outer cover from the hinge assembly.
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6. Install the GM Campaign Identification Label.



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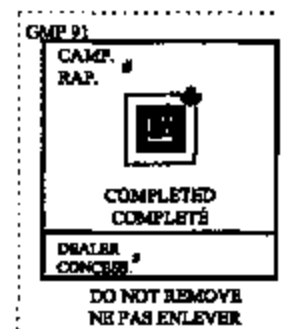


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**CLAIM INFORMATION**

Submit a Product Campaign Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NO.	PARTS ALLOW	CC-FC	LABOR OP	* LABOR HOURS
Install Inner Console Cover	1	--	**	MA-96	V0721	0.2

* 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 or Landed Cost Mark-Up (for IPC) for the panel assembly needed to complete the repair.

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April, 2001

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Division	Number	Deaf, Hearing Impaired or Speech Impaired *
GMC	1-800-462-8782	1-800-462-8583
GMODC	(905) 644-4112	
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

* 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 1-888-327-4236.

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.

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General Motors Corporation

Enclosure

(SUGGESTED DEALER LETTER)

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We sincerely regret any inconvenience this causes you; however, we have taken this action in the interest of your continued satisfaction with our products.

GMODC
General Motors Corporation

00100

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