

01V-386

**TO: All Saturn Retailers and General Managers**

**FROM: Vehicle Management**

**DATE: December 17, 2001**

**SUBJECT: Pending Quality Issue Notice on the Listed 2002 model year Saturn VUE Vehicles**

**Effective today, December 17, 2001, Retailers are to place an IMMEDIATE AND ABSOLUTE HOLD on the 2002 model year Saturn VUE vehicles identified on the attached list due to a pending quality issue.**

**Under no circumstance should any Saturn VUE on the list be delivered or otherwise released from your facility. We are asking for your cooperation and assistance to ensure that these vehicles are not delivered to customers. Take no action on any affected Saturn VUE vehicle previously delivered unless notified by Saturn. Also, if any of the vehicles on the attached list have been dealer traded, please advise the Retail Support Team of the destination Retailer and the date of the trade as soon as possible.**

**We will be contacting you in the near future to provide further status details. We appreciate your cooperation in this matter.**

**Max Hurst  
Director, Vehicle Management**



**PRELIMINARY  
DEC. 18, 2001**

NO: 02-C-04  
Non-Compliance

DATE: December, 2001

CATEGORY TYPE: Restraints-01

CATEGORY: Safety Belts

## **PRODUCT CAMPAIGN BULLETIN**

**SUBJECT: VERIFICATION OF PROPER INSTALLATION AND TORQUE OF REAR SEAT BELT SHOULDER GUIDE ANCHOR BOLTS**

**YEAR and MODEL: 2002 SATURN VUE VEHICLES**

**TO: ALL SATURN RETAILERS and AUTHORIZED SERVICE PROVIDERS**

The Highway Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to repair within sixty (60) 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 owner 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 owner and to repair their vehicle as soon as possible. As you will see in reading the attached copy of the owner letter, the owners are being instructed to contact the Saturn Customer Assistance Center if their Retailer is unable to schedule a service date within a reasonable time. If the condition is not remedied within a reasonable time, owners are instructed on how to contact the National Highway Traffic Safety Administration.

*SATURN* 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 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 *SATURN* Retailer for information on whether your vehicle may benefit from the information.

## DEFECT INVOLVED

Saturn has decided that certain 2002 model year VUE vehicles produced before December 12, 2001 fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 210, "Seat Belt Assembly Anchorages." Some vehicles were produced with rear occupant outer seat belt shoulder guide anchor bolts that were incorrectly installed. If these bolts were incorrectly installed, they would not withstand the load requirements of FMVSS 210, and if one failed in a crash, a rear seat occupant would not be properly restrained and could have an increased risk of injury.

To prevent the possibility of this occurring, Saturn Retailers will replace the rear occupant outer seat belt shoulder guide anchor bolts.

## VEHICLES INVOLVED

Only selected 2002 model year Saturn VUE vehicles within the following VIN range will require this campaign.

**2S800454 - 2S801490**

A VIN listing of the vehicles involved is included in this bulletin for your reference.

You must verify campaign involvement through your AS400 system. It is important to note that campaign claims will only be paid on involved vehicles.

## OWNER NOTIFICATION

Owners of all involved vehicles will be notified of this campaign by Saturn. (Refer to the owner letter included in this bulletin.)

## FACILITY VIN LISTING

A list of vehicles assigned to you (Facility VIN Listing), which our records indicate were sold by or shipped to you, (or are located in close proximity to your facility) is enclosed.

This listing contains:

- Owner's name with address and telephone number;
- Complete vehicle identification number (VIN); and
- VINs of vehicles, which according to Saturn records are in retail stock.

The Facility VIN Listing (with owner information) is furnished to involved Retailers with the Product Campaign Bulletin. Although these vehicles are assigned to your facility, it is important to note that owners may elect to have their vehicle serviced at the Saturn Retail Facility of their choice.

Those Retailers not involved initially in this campaign will receive a message at the top of a blank Facility VIN Listing that states: **NO VEHICLES ASSIGNED AT THIS TIME FOR CAMPAIGN 02-C-04.**

## **RETAILER RESPONSIBILITY**

All unsold vehicles in Retailers' possession and subject to this campaign must be held at the retail facility and repaired per the service procedure of this campaign bulletin before owners take possession of these vehicles.

Retailers are to service all vehicles subject to this campaign at no charge to owners, regardless of mileage, age of vehicle, or ownership, from this time forward.

Owners of vehicles recently sold from your vehicle inventory are to be contacted by the Retailer and arrangements made to make the required correction according to the procedure contained in this bulletin.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your retail facility for service in the future, please take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

This bulletin is notice to you that the new motor vehicles included in this campaign may not comply with the standard previously identified. Under 49 U.S.C. section 30112 of the Highway Safety Act as amended, it is illegal for a retailer to sell a new motor vehicle which the retailer knows does not comply with an applicable Federal Motor Vehicle Standard. As a consequence, if you sell any of these motor vehicles without first performing the campaign correction, your retail facility may be subject to a civil penalty up to \$1,100 for each such a sale.

## **TRANSFER OF CAMPAIGN RESPONSIBILITY**

Saturn vehicles that have been sold by you, which may be closer in proximity to another Saturn Retailer, may still appear on your Facility VIN Listing. If either you or the vehicle owner determines that it is more desirable for a vehicle on your Facility VIN Listing to be serviced by another Saturn Retailer, or if the customer's address has recently changed, campaign responsibility may be transferred by completing the following:

- Submit a Campaign Vehicle Action Report to your Customer Assistance Manager (CAM) at the Saturn Customer Assistance Center.

– OR –

- Submit an update in owner information to the Saturn Owner of Record system, via SERVICELINE XL, for Saturn Customer Assistance Center review and approval.

A copy of the Campaign Vehicle Action Report is included for your reference. Additional copies can be ordered from Saturn Publications (1-800-828-2112, prompt 3, Item # S0397050). All changes to campaign responsibility will be reflected in your next Unfixed VIN Report.

All other changes in vehicle status (e.g., scrapped, stolen, etc.) are to be made in accordance with section 4.4.3 of the Retailer Service Reference Guide, "Notifying Saturn of Vehicle Status Change."



# CAMPAIGN VEHICLE ACTION REPORT

VIN: \_\_\_\_\_  
 CAMPAIGN NO(S): \_\_\_\_\_  
 FACILITY CODE: \_\_\_\_\_

## CHANGE VEHICLE STATUS TO (PLACE AN [X] IN THE APPROPRIATE SPACE):

<input type="checkbox"/> VEHICLE STOLEN	VEHICLE STOLEN: _____
<input type="checkbox"/> VEHICLE SCRAPPED	POLICE RPT. NO.: _____
<input type="checkbox"/> OWNER UNRESPONSIVE / UNREACHABLE	DATE SCRAPPED: _____
<input type="checkbox"/> VEHICLE TRADED TO: RETAILERS NAME: _____	SUPPORTING DOCUMENTATION: _____
<input type="checkbox"/> VEHICLE EXPORTED	RETAILER CODE: _____
	EXPORT DEST.: _____

## CHANGE OF OWNERSHIP INFORMATION:

\_\_\_\_\_  
 (OWNERS FIRST NAME) (LAST NAME)  
 \_\_\_\_\_  
 (STREET ADDRESS)  
 \_\_\_\_\_  
 (CITY, STATE/COUNTRY, ZIP CODE)

## COMMENTS:

THE ABOVE INFORMATION IS, TO THE BEST OF MY KNOWLEDGE, ACCURATE AND COMPLETE AS SHOWN, IN ACCORDANCE WITH THE CAMPAIGN REPORTING REQUIREMENTS UNDER FEDERAL MOTOR VEHICLE SAFETY STANDARDS.

\_\_\_\_\_  
 (AUTHORIZED RETAIL REPRESENTATIVE, TITLE)

\_\_\_\_\_  
 (CUSTOMER ASSISTANCE MANAGER or DESIGNEE)

CUSTOMER ASSISTANCE MANAGER APPROVAL (YES/NO): \_\_\_\_\_

IF NO, REASON: \_\_\_\_\_

WHEN COMPLETE:  
 RETAILER: SEND TO CUSTOMER ASSISTANCE MANAGER;  
 SATURN CUSTOMER ASSISTANCE CENTER  
 100 SATURN PARKWAY MAIL DROP B-24  
 SPRING HILL, TN 37174

CUSTOMER ASSISTANCE MANAGER: SEND APPROVED FORMS TO CAMPAIGN COMPLIANCE COORDINATOR:

SEND REJECTED FORMS, ALONG WITH REASON, BACK TO THE SUBMITTING RETAILER.

503 87050

SBBSFMB05AA1

## **PARTS INFORMATION**

A pre-shipment of rear seat belt shoulder guide anchor bolts and washers required to perform this campaign has been automatically sent to retailers from Saturn Service Parts (SSPO). These initial parts shipments are to aid the Retailers in campaign preparation and will ensure minimal customer inconvenience.

Should additional parts be required, please contact Saturn Technical Assistance Center (TAC) at 1-800-828-2112, prompt 1; Monday from 9:30 a.m. - 6:30 p.m. CST; Tuesday through Friday from 7:30 a.m. - 6:30 p.m. CST.

<b>Part Number</b>	<b>Description</b>	<b>Quantity Required Per Vehicle</b>
NA*	Rear Seat Belt Shoulder Guide Anchor Bolts	2
21485277	Loctite 242® Threadlocker	As Required

\*The bolts should only be used for this campaign. It will not be offered as service part in the future.

## **DISPOSITION OF REPLACED PARTS**

Retailers will scrap all replaced parts in a manner that ensures that they cannot be reused, remanufactured, or otherwise entered into the stream of commerce in the future.

## **SUGGESTIONS FOR ENSURING CUSTOMER SATISFACTION**

As you know, Saturn's success hinges upon our ability to execute superior customer support throughout the ownership experience, especially when important corrective actions such as this are required.

It is imperative that every effort is made to accommodate the affected owners. Additionally, priority should be given to customer vehicles over retail inventory vehicles. If you have any questions, please coordinate with the Saturn Customer Assistance Center to help ensure customer satisfaction.

## **SERVICE PROCEDURE**

1. Open upper seat belt shoulder guide anchor bolt cover, and remove upper shoulder seat belt guide anchor bolt.
2. Remove locking washer, spacers and bolt from upper seat belt shoulder guide anchor and discard.



**CAUTION: USE PROTECTIVE EYE GLASSES AT ALL TIMES.**

3. Tap seat belt shoulder guide anchor bolt hole using a 12 mm x 1.75 tap. After tap has been removed use compressed air to blow chips out of hole. Take care not to blow chips inside vehicle.

4. Install new seat belt shoulder guide anchor bolt and spacers to shoulder belt anchor and secure with locking washer as shown in the illustration.

**CAUTION: APPLY LOCTITE 242®  
THREADLOCKER OR EQUIVALENT TO  
ALL RESTRAINT FASTENERS PRIOR TO  
INSTALLATION.**

5. Apply Loctite 242® Threadlocker (or equivalent) to seat belt shoulder guide anchor bolt.

**IMPORTANT: Make sure shoulder belt is not twisted.**

6. Install seat belt shoulder guide anchor to vehicle and torque seat belt shoulder guide anchor bolt to specification.

**Torque:  
Seat Belt Shoulder Guide Anchor  
Bolt: 45 N•m (33 ft-lbs)**

7. Close upper shoulder belt bolt cover.
8. Repeat steps 1–7 for opposite side of vehicle.

**IMPORTANT: If any difficulties arise in this procedure contact Saturn Technical Assistance Center (TAC) at 1-800-828-2112, prompt 1; Monday from 9:30 a.m. - 6:30 p.m. CST; Tuesday through Friday from 7:30 a.m. - 6:30 p.m. CST.**

9. Check rear outboard shoulder belt operation (both sides) to ensure belt is not twisted and functions as designed.

**IMPORTANT: Do not cover any existing underhood labels when affixing Campaign Completion Label.**

10. Affix Campaign Completion Label on a clean and dry surface of radiator core support, in an area clearly visible when hood is raised. (For more information, refer to "Campaign Completion Label" in this bulletin.)

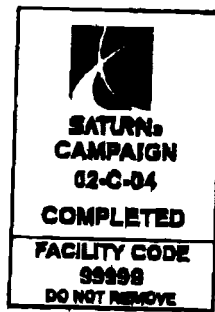




## CAMPAIGN COMPLETION LABEL

Upon completion of the campaign, a *Campaign Completion Label* and a *Clear Protective Cover* should be affixed on a clean, dry surface of the radiator core support in an area clearly visible when the hood is raised. Each label provides a space to print in ink (or type) the campaign number (02C04) and the five (5) digit facility code of the Retailer performing the campaign service.

## CAMPAIGN COMPLETION LABEL



As a reminder, additional labels may be ordered from Saturn publications (1-800-828-2112, prompt 3, Item #S03 00013A for the *Campaign Completion Label*, and item #S03 00013B for the *Clear Protective Cover*).

**CREDIT**

1. To receive credit for replacing left and right rear seat belt shoulder guide anchor bolts, submit a claim with the information below:

Repair Performed	Parts Allow.	Sale Type	Case Type	Labor Op.	Labor Hrs.	Admin. Hrs.**
To replace left and right rear seat belt shoulder guide anchor bolts.	*	WC	VC	V0810	0.4	0.1

**IMPORTANT:** Installation of rear seat belt shoulder guide anchor bolts require the use of Loctite 242<sup>®</sup> Threadlocker P/N 21485277 (or equivalent). Claims received in the amount of Retailer cost plus 30% for this part will be accepted. It will be necessary to sell this part to the CSO as material, using net item code "M." Claims exceeding the cost equivalent of \$0.18 per bolt will be returned with reason 064-Parts Amount Excessive.

2. To receive credit for loaner/rental car costs incurred while owner awaits campaign repair or other goodwill expenses, submit a claim with the information below:

Repair Performed	Sale Type	Case Type	Labor Op.	Net Item Amount	Net Item Code	# Days Rental
Loaner Reimbursement	WC	VC	V0811	***	C	****
Other Goodwill	WC	VC	V0812	***	R	N/A

3. Retailers are empowered to use good judgement regarding loaner/rental cars or any other goodwill expenses deemed necessary. It will not be necessary to call the Saturn Customer Assistance Center for authorization of goodwill. The Goodwill Worksheet (printed towards the back of this bulletin) must be used to document goodwill expenses. The completed Goodwill Worksheet must be attached to the hard copy of the CSO. Retailers are to make sufficient copies of the blank Goodwill Worksheet to document goodwill expenses.
4. Check your Saturn SERVICELINE.XL Claim Memorandum daily. Remember to code the claim as a WC sale type, and VC case type. Contact your field representative if you need assistance.
5. All labor operations claimed in this bulletin must be submitted on individual (unrelated) CSO lines. Refer to the Customer Service Order Preparation Manual for details on Product Campaign Claim Submission.

- \* Anchor bolts are not to be sold to the CSO, as they are shipped to the Retailer at no charge.
- \*\* Campaign administrative allowance
- \*\*\* Net amount must be submitted as a miscellaneous sale...Loaner reimbursement not to exceed \$30/day
- \*\*\*\* Enter number of days vehicle was rented...Not to exceed 1 day

**LIST OF INVOLVED VEHICLES WITHIN VIN RANGE**

2S800454	2S800504	2S800554	2S800604	2S800914	2S800981	2S801059
2S800455	2S800505	2S800555	2S800605	2S800916	2S800982	2S801061
2S800456	2S800506	2S800556	2S800606	2S800917	2S800983	2S801062
2S800457	2S800507	2S800557	2S800607	2S800918	2S800984	2S801063
2S800458	2S800508	2S800558	2S800608	2S800919	2S800986	2S801064
2S800459	2S800509	2S800559	2S800609	2S800922	2S800987	2S801066
2S800460	2S800510	2S800560	2S800610	2S800923	2S800989	2S801075
2S800461	2S800511	2S800561	2S800611	2S800924	2S800990	2S801083
2S800462	2S800512	2S800562	2S800612	2S800925	2S800991	2S801087
2S800463	2S800513	2S800563	2S800613	2S800926	2S800992	2S801096
2S800464	2S800514	2S800564	2S800614	2S800927	2S800993	2S801099
2S800465	2S800515	2S800565	2S800615	2S800928	2S800994	2S801100
2S800466	2S800516	2S800566	2S800616	2S800930	2S800995	2S801101
2S800467	2S800517	2S800567	2S800617	2S800931	2S800997	2S801103
2S800468	2S800518	2S800568	2S800618	2S800932	2S800998	2S801110
2S800469	2S800519	2S800569	2S800619	2S800933	2S801000	2S801114
2S800470	2S800520	2S800570	2S800620	2S800934	2S801001	2S801122
2S800471	2S800521	2S800571	2S800621	2S800936	2S801002	2S801124
2S800472	2S800522	2S800572	2S800622	2S800937	2S801003	2S801125
2S800473	2S800523	2S800573	2S800623	2S800938	2S801004	2S801129
2S800474	2S800524	2S800574	2S800624	2S800940	2S801005	2S801141
2S800475	2S800525	2S800575	2S800625	2S800941	2S801006	2S801181
2S800476	2S800526	2S800576	2S800626	2S800942	2S801007	2S801257
2S800477	2S800527	2S800577	2S800627	2S800943	2S801008	2S801306
2S800478	2S800528	2S800578	2S800629	2S800944	2S801009	2S801435
2S800479	2S800529	2S800579	2S800631	2S800945	2S801010	2S801449
2S800480	2S800530	2S800580	2S800633	2S800946	2S801012	2S801490
2S800481	2S800531	2S800581	2S800634	2S800947	2S801013	
2S800482	2S800532	2S800582	2S800635	2S800948	2S801014	
2S800483	2S800533	2S800583	2S800637	2S800949	2S801015	
2S800484	2S800534	2S800584	2S800638	2S800950	2S801016	
2S800485	2S800535	2S800585	2S800639	2S800953	2S801017	
2S800486	2S800536	2S800586	2S800640	2S800954	2S801018	
2S800487	2S800537	2S800587	2S800642	2S800955	2S801019	
2S800488	2S800538	2S800588	2S800643	2S800958	2S801021	
2S800489	2S800539	2S800589	2S800644	2S800961	2S801026	
2S800490	2S800540	2S800590	2S800646	2S800962	2S801027	
2S800491	2S800541	2S800591	2S800647	2S800964	2S801028	
2S800492	2S800542	2S800592	2S800649	2S800965	2S801030	
2S800493	2S800543	2S800593	2S800650	2S800966	2S801033	
2S800494	2S800544	2S800594	2S800651	2S800968	2S801035	
2S800495	2S800545	2S800595	2S800903	2S800969	2S801039	
2S800496	2S800546	2S800596	2S800905	2S800970	2S801045	
2S800497	2S800547	2S800597	2S800906	2S800971	2S801048	
2S800498	2S800548	2S800598	2S800907	2S800972	2S801049	
2S800499	2S800549	2S800599	2S800908	2S800974	2S801051	
2S800500	2S800550	2S800600	2S800909	2S800977	2S801052	
2S800501	2S800551	2S800601	2S800910	2S800978	2S801054	
2S800502	2S800552	2S800602	2S800911	2S800979	2S801055	
2S800503	2S800553	2S800603	2S800913	2S800980	2S801056	



December, 2001

Dear Saturn Owner:

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

Saturn has decided that certain 2002 model year VUE vehicles produced before December 12, 2001 fail to conform to the requirements of Federal Motor Vehicle Safety Standard 210, "Seat Belt Assembly Anchorages." Some vehicles were produced with rear occupant outer seat belt shoulder guide anchor bolts that were incorrectly installed. Also, if these bolts were incorrectly installed, they would not withstand the load requirements of FMVSS 210, and if one failed in a crash, a rear seat occupant would not be properly restrained and could have an increased risk of injury.

**What Saturn Will Do:**

To ensure that the seat belt shoulder guide anchor bolts are correctly installed, Saturn will replace the rear occupant outer seat belt shoulder guide anchor bolts. This service will be performed at no charge to you. It will take approximately thirty (30) minutes to make the repairs, although some additional time may be required for paperwork and processing.

**What You Should Do:**

Contact your Saturn Retailer to arrange to have this service performed.

Your Retailer is prepared to perform this service promptly and with minimal inconvenience to you. Should your Retailer be unable to schedule a service date within a reasonable time, please contact the Saturn Customer Assistance Center at 1-800-553-6000 prompt 3, or for the hearing impaired, 1-800-833-6000. We will assist you and the Retailer in getting your car serviced.

If, after contacting your Saturn Retailer and the Saturn Customer Assistance Center, you are still not satisfied 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 St., SW, Washington, DC 20590, or call 1-800-424-9393 (Washington, DC residents use 202-366-0123).

Again, we sincerely regret any inconvenience or concern this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Saturn provides you many miles of enjoyable driving.

Sincerely,

Saturn Corporation  
02-C-04

**02-C-04 GOODWILL WORKSHEET**

As stated in the "Credit" section of this bulletin, Retailers are empowered to use good judgement regarding loaner/rental cars or other goodwill expenses that might become necessary for customer satisfaction.

Complete this worksheet and attach it to the hard copy of the Customer Service Order (CSO) to document all campaign goodwill claims submitted to Saturn.

VIN # \_\_\_\_\_

A. Vehicle Loaner/Rental Allowance Explanation: \$ \_\_\_\_\_

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Repair Performed	Sale Type	Case Type	Labor OP	Net Item Code	# Days Rental
Loaner Reimbursement	WC	VC	V0811	C	*

\* Not to exceed \$30/day for 1 day

B. Other/Goodwill Allowance Explanation (Specify what was done and why): \$ \_\_\_\_\_

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Repair Performed	Sale Type	Case Type	Labor OP	Net Item Code	# Days Rental
Other Goodwill	WC	VC	V0812	R	N/A

\_\_\_\_\_  
Authorized Retailer Signature

(Please copy this form as necessary)