

Dealer TO: ALL CHEVROLET, OLDSMOBILE, AND PONTIAC DEALERS

Salutation:

ATTENTION: SERVICE MANAGER, PARTS MANAGER AND  
WARRANTY ADMINISTRATOR

GM SERVICE AND PARTS OPERATIONS

DCS1146

URGENT - DISTRIBUTE IMMEDIATELY

DATE: March 8, 2004

SUBJECT: 03043A / Product Safety Recall  
Turn Signals/Hazard Warning Flashers Inoperative

MODELS: 2000-2001 Pontiac Grand Am  
2000-2001 Chevrolet Malibu  
2000-2001 Oldsmobile Alero

TO: All Chevrolet, Oldsmobile and Pontiac Dealers

ATTENTION: Service Manager, Parts Manager and Warranty Administrator

\*\*\*\*\*  
THIS BULLETIN IS BEING REVISED TO INCLUDE 2000 AND 2001 MODEL  
YEAR PONTIAC GRAND AM VEHICLES.

DISCARD ALL COPIES OF BULLETIN 03043, ISSUED FEBRUARY 2004.  
\*\*\*\*\*

**PRODUCT FIELD ACTION ANNOUNCEMENT**

General Motors is announcing Product Safety Recall 03043A today. This addendum adds 2000 and 2001 model year Pontiac Grand Am vehicles to the recall. The total number of Pontiac vehicles involved is 296,835. Please see the attached bulletin for details.

**Mailing Information**

Pontiac customer letter mailing will begin on March 15, 2004.

**GM Vehicle Inquiry System (GMVIS)**

GMVIS information will be available for involved Pontiac vehicles on March 9, 2004.

**Service Information System (SI)**

Bulletin 03043A is scheduled to be available in SI on March 19, 2004.

**Campaign Initiation Detail Report (CIDR)**

The CIDR for involved Pontiac vehicles will be available in DealerWorld on March 8, 2004.

**END OF MESSAGE**

**GM SERVICE AND PARTS OPERATIONS**

(See attached file: 03043A Bulletin.pdf)



# Recall Bulletin

File In Section: Product Recalls  
Bulletin No.: 03043A  
Date: March 2004



## PRODUCT SAFETY RECALL

**SUBJECT: TURN SIGNALS/HAZARD WARNING FLASHERS INOPERATIVE**

**MODELS: 2000-2001 CHEVROLET MALIBU  
2000-2001 OLDSMOBILE ALERO  
2000-2001 PONTIAC GRAND AM**

**THIS BULLETIN IS BEING REVISED TO INCLUDE 2000 AND 2001 MODEL YEAR PONTIAC GRAND AM VEHICLES.  
DISCARD ALL COPIES OF BULLETIN 03043, ISSUED FEBRUARY 2004.**

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2000 and 2001 model year Chevrolet Malibu, Oldsmobile Alero, and Pontiac Grand Am vehicles. Some of these vehicles have a condition in which solder joints in the hazard warning flasher switch may crack. If cracking occurs, it may cause the audible flasher indicator, visual flasher indicator in the instrument cluster, turn signals, and the hazard warning flashers to work intermittently or not at all. If the turn signals or hazard warning flashers are not working, others may react more slowly to a turning or stopped vehicle and a crash could occur.

### CORRECTION

Dealers are to replace the hazard warning flasher switch.

### VEHICLES INVOLVED

Involved are certain 2000 and 2001 model year Chevrolet Malibu, Oldsmobile Alero, and Pontiac Grand Am vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2000	Chevrolet	Malibu	Y6226571	Y8352520
2001	Chevrolet	Malibu	16100003	16281822
			1M500024	1M669822
2000	Oldsmobile	Alero	YC001581	YC002052
			YC372245	YC435078
2001	Oldsmobile	Alero	1C100001	1C250905

**VEHICLES INVOLVED, Cont'd.**

YEAR	DIVISION	MODEL	FROM	THROUGH
2000	Pontiac	Grand Am	YC535849	YC568892
			YM792549	YM886948
2001	Pontiac	Grand Am	1C100008	1C250906
			1M500001	1M848029

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

**For U.S.:** For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared and will be loaded to the GM DealerWorld, Recall Information website. The customer name and address data furnished will enable dealers to follow up with customers involved in this recall.

**For Canada & IPC:** Computer listings containing the complete Vehicle Identification Number, customer name and address data of involved vehicles have been prepared, and are being furnished to involved dealers. The customer name and address data will enable dealers to follow up with customers involved in this recall. Any dealer not receiving a computer listing with the recall 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 recall.

**PARTS INFORMATION****Parts Pre-Ship Information – For US and Canada**

**Important:** An initial supply of switches, part numbers 22642605 and 22624799, required to complete this program will be pre-shipped to involved dealers of record. This pre-shipment is equal to 20% of your involved vehicles and is scheduled to begin the week of March 1, 2004. 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.

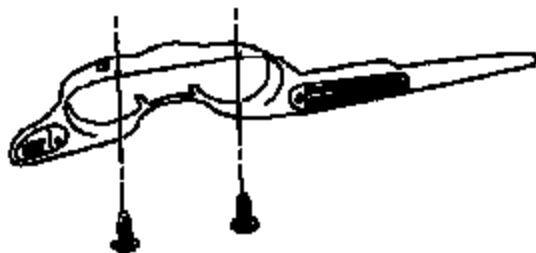
Part Number	Description	Quantity/Vehicle
22594146	Switch, Hazard Wrng (W/Flasher) (Malibu)	1
22642606	Switch, Hazard Wrng (W/Flasher) (Alero)	1
22642605	Switch, Hazard Wrng (W/Flasher) (2000 Grand Am)	1
22624799	Switch, Hazard Wrng (W/Flasher) (2001 Grand Am)	1

**SERVICE PROCEDURE**

The following procedure provides instructions for replacing the hazard warning switch located in the Instrument panel (IP). For additional information, refer to the Lighting subsection in the Body and Accessories section of the appropriate Service Manual or SI.

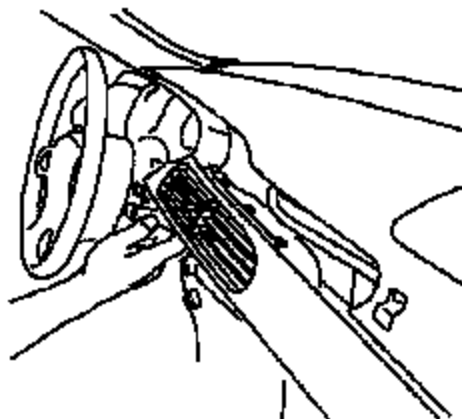
**MALIBU**

1. Remove the cover from the left side Instrument panel (IP) wiring harness junction block access panel.
2. Remove the AIR BAG fuse from the panel.
3. Remove the three screws attaching the lower steering column cover to the steering column.
4. Remove the upper steering column cover.



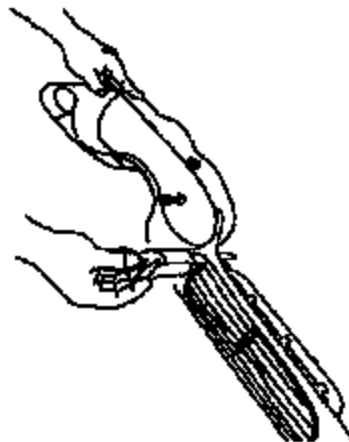
743305

5. Remove the two screws that attach the IP cluster bezel to the IP.



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6. Using a small flat-blade screwdriver, gently pry out and remove the IP cluster trim plate from the IP.
7. Disconnect the electrical connectors from the other switches in the trim plate.
8. Disconnect the electrical connector from the hazard warning switch.



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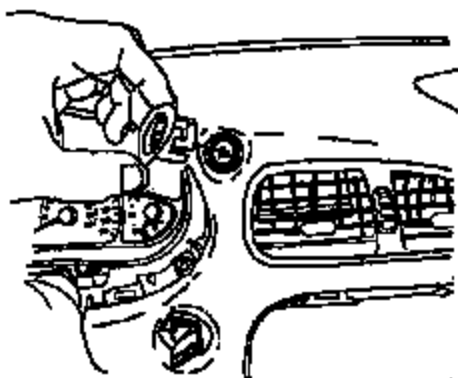
9. Using a small flat-blade screwdriver, carefully push in on the tabs to release the hazard warning switch from the IP cluster trim plate.
10. Remove the hazard warning switch by pushing in an outward motion on the switch while holding onto the IP cluster trim plate.
11. Install the new hazard warning switch by pushing in an inward motion on the switch while holding onto the IP cluster trim plate. Push inward on the switch until it is fully seated into the IP cluster trim plate.
12. Connect the electrical connector to the hazard warning switch.
13. Connect the electrical connectors to the other switches in the trim plate.
14. Position and align the IP cluster trim plate to the IP and carefully press into place.
15. Install the two screws that attach the IP cluster bezel to the IP. **Tighten**

Tighten to 2 N·m (18 lb in).

16. Install the upper steering column cover to the steering column.
17. Position the lower steering column cover to the upper cover and install the three attaching screws. **Tighten**

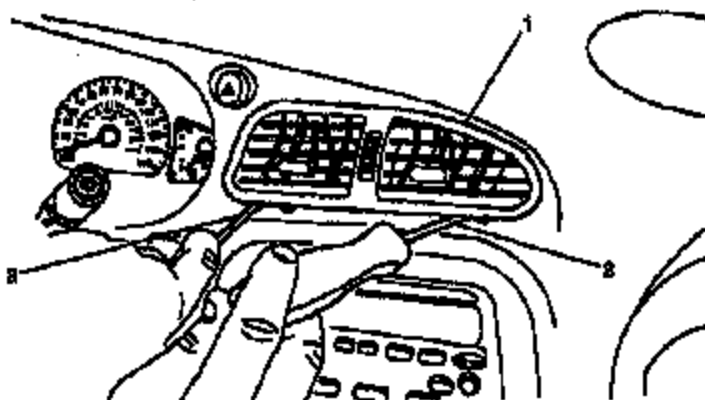
Tighten to 2 N·m (18 lb in).

18. Install the AIR BAG fuse in the panel and install the cover.
19. Turn the ignition switch to the ON position and verify that the AIR BAG light flashes seven times and goes out. Verify hazard warning switch operation.

**ALERO**

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1. Remove the hazard warning switch bezel from the IP using a small flat-bladed tool to release the retainers.

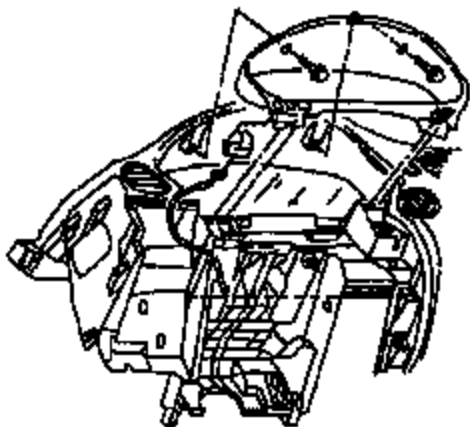


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**Important**

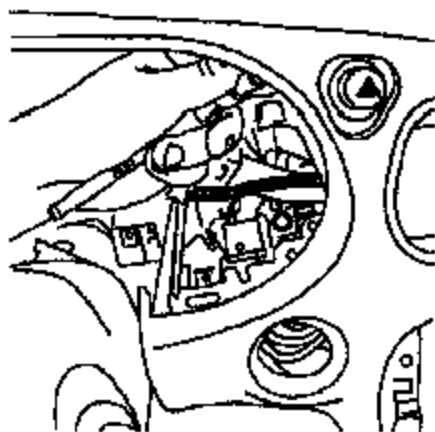
Both retainers must be released at the same time in order to remove the air outlet in the next step.

2. Using two flat-blade screwdrivers (2), carefully release the two retainers that attach the IP center air outlet (1). With both retainers released, pull the bottom of the outlet rearward to release the top.



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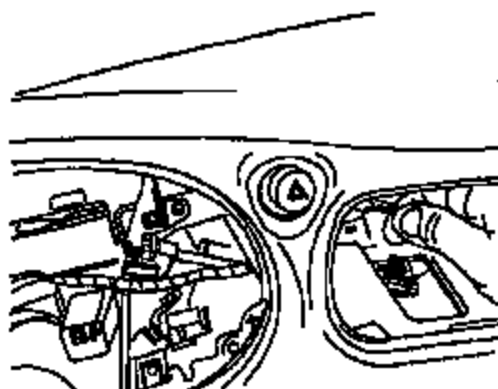
3. Remove the two 7 mm hex head screws attaching the IP cluster trim panel to the IP.
4. Remove the trim plate from the IP by pulling up and out to release the lower retainers.
5. Disconnect the trip reset switch electrical connector.
6. Remove the four 7 mm hex head screws attaching the instrument cluster to the IP.
7. Remove the instrument cluster from the opening and reposition as necessary. It is not necessary to disconnect the electrical connector.



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8. Through the instrument cluster opening in the IP, remove one of the three 7 mm hex head screws that attach the hazard warning switch to the IP.





741036

9. Through the center air outlet opening in the IP, remove the remaining two 7 mm hex head screws that attach the hazard warning switch to the IP.
10. Remove the hazard warning switch through the center air outlet opening.
11. Disconnect the hazard warning switch electrical connector.
12. Using a small flat-blade screwdriver, carefully release the two retaining features on the mounting bracket and remove the hazard warning switch from the bracket.
13. Install the mounting bracket on the new hazard warning switch.
14. Connect the electrical connector to the new hazard warning switch and insert it through the center air outlet opening in the IP.
15. Position the switch and mounting bracket to the IP and install the two attaching screws through the center air outlet opening. **Tighten**

Tighten to 3 N·m (27 lb in).

16. Through the instrument cluster opening in the IP, install the remaining hazard warning switch attaching screw. **Tighten**

Tighten to 3 N·m (27 lb in).

17. Install the cluster in the IP. Install the four screws. **Tighten**

Tighten to 2 N·m (18 lb in).

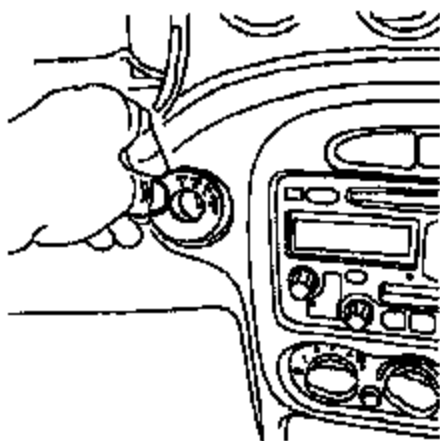
18. Connect the electrical connector to the trip reset switch.
19. Install the IP cluster trim panel to the IP and install the two screws. **Tighten**

Tighten to 2 N·m (18 lb in).

20. Install the center air outlet in the IP.
21. Install the bezel on the hazard warning switch.
22. Verify hazard warning switch operation.

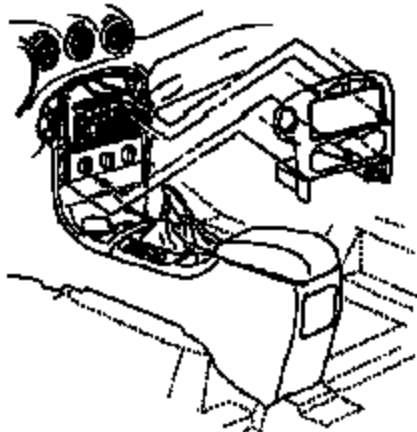
**GRAND AM**

1. Apply the parking brake.



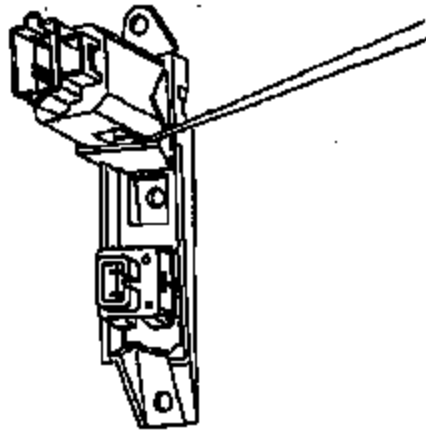
737770

2. Using a small flat-blade screwdriver, carefully remove the ignition switch bezel.
3. Insert the key and turn the ignition switch to the ON position.
4. Place the gearshift lever in the LOW position.



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5. Using a small flat-blade screwdriver, carefully disengage the accessory trim plate from the instrument panel (IP).
6. Disconnect the electrical connectors from the switches installed in the accessory trim plate.
7. Remove the three 7 mm hex head screws attaching the hazard warning switch mounting bracket to the accessory trim plate and remove the switch and bracket assembly.



737098

8. Using a small flat-blade screwdriver, carefully depress the two retaining features on the side of the switch and remove the hazard warning switch from the bracket.
9. Install the new hazard warning switch in the mounting bracket.
10. Position the hazard warning switch and bracket assembly to the accessory trim plate and install the three attaching screws. **Tighten**

Tighten to 3 N-m (27 lb in).

11. Connect the electrical connectors to the switches in the accessory trim plate.
12. Install the accessory trim plate to the IP and press into place until fully seated.
13. Place the gearshift lever in the PARK position.
14. Turn the ignition key to the OFF position and remove the key.
15. Install the ignition switch bezel to the IP and press into place until fully seated.
16. Verify hazard warning switch operation.

#### CUSTOMER REIMBURSEMENT For U.S.

All customer requests for reimbursement for previous repairs for the recall condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Product Recall Customer Reimbursement Procedure Form is included with the customer letter.

**IMPORTANT:** Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

#### CUSTOMER REIMBURSEMENT For Canada

Customer requests for reimbursement of previously paid repairs to correct inoperative hazard warning flashers or turn signals due to the condition addressed in this bulletin are to be submitted April 30, 2005.

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of repair expense(s) that were not reimbursed, a description of the repair, and the person or entity performing the repair.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by WINS.

**IMPORTANT:** Refer to the GM Service Policies and Procedures Manual, section 1.6.2, for specific procedures regarding customer reimbursement verification.

### CLAIM INFORMATION

Submit a Product Recall Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NO.	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS	NET ITEM
Replace Hazard Warning Switch	1	—	**	MA-98	V1051		N/A
o Malibu						0.4*	
o Alero						0.5*	
o Grand Am						0.3*	
Customer Reimbursement (Canadian Dealers ONLY)	N/A	N/A	N/A	MA-98	V1113	0.2	***

\* For Program 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 hazard warning switch needed to complete the repair.

\*\*\* The amount identified in the "Net Item" column should represent the dollar amount reimbursed to the customer.

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

### CUSTOMER NOTIFICATION – For US and CANADA

General Motors will notify customers of this recall on their vehicle (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 sample letter.

### DEALER RECALL 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 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 notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### DEALER RECALL RESPONSIBILITY - ALL

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

Dealers are to service all vehicles subject to this recall 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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

GM's bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform GM's 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 this condition. See your dealership for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary  
Technician  
Certification**

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**Reason For This Recall:** General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2000 and 2001 model year Chevrolet Malibu, Oldsmobile Alero, and Pontiac Grand Am vehicles. Some of these vehicles have a condition in which solder joints in the hazard warning flasher switch may crack. If cracking occurs, it may cause the audible flasher indicator, visual flasher indicator in the instrument cluster, turn signals, and the hazard warning flashers to work intermittently or not at all. If the turn signals or hazard warning flashers are not working, others may react more slowly to a turning or stopped vehicle and a crash could occur.

**What Will Be Done:** Your GM dealer will replace the hazard warning flasher switch. This service will be performed for you at no charge.

**How Long Will The Repair Take?** This service correction will take approximately 30 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**Contacting Your Dealer:** To limit any possible inconvenience, we recommend that you contact your GM dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. 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	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
Oldsmobile	1-800-630-6537	1-800-833-6537
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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.

**Customer Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

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



# Recall Bulletin

File In Section: Product Recalls  
Bulletin No.: 03043  
Date: February 2004



## PRODUCT SAFETY RECALL

**SUBJECT: TURN SIGNALS/HAZARD WARNING FLASHERS INOPERATIVE**

**MODELS: 2000-2001 CHEVROLET MALIBU  
2000-2001 OLDSMOBILE ALERO**

**PONTIAC VEHICLES WILL BE ADDED AT A LATER DATE WHEN SUFFICIENT PARTS ARE AVAILABLE. A REVISED BULLETIN WILL BE SENT TO DEALERS WITH THE PONTIAC INFORMATION INCLUDED.**

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2000 and 2001 model year Chevrolet Malibu and Oldsmobile Alero vehicles. Some of these vehicles have a condition in which solder joints in the hazard warning flasher switch may crack. If cracking occurs, it may cause the audible flasher indicator, visual flasher indicator in the instrument cluster, turn signals, and the hazard warning flashers to work intermittently or not at all. If the turn signals or hazard warning flashers are not working, others may react more slowly to a turning or stopped vehicle and a crash could occur.

### CORRECTION

Dealers are to replace the hazard warning flasher switch.

### VEHICLES INVOLVED

Involved are certain 2000 and 2001 model year Chevrolet Malibu and Oldsmobile Alero vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
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			YC372245	YC435078
2001	Oldsmobile	Alero	1C100001	1C250905



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

**For U.S.:** For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared and will be loaded to the GM DealerWorld, Recall Information website. The customer name and address data furnished will enable dealers to follow up with customers involved in this recall.

**For Canada & IPC:** Computer listings containing the complete Vehicle Identification Number, customer name and address data of involved vehicles have been prepared, and are being furnished to involved dealers. The customer name and address data will enable dealers to follow up with customers involved in this recall. Any dealer not receiving a computer listing with the recall 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 recall.

## PARTS INFORMATION

### Parts Pre-Ship Information – For US and Canada

**Important:** An initial supply of hazard warning switches required to complete this program will be pre-shipped to involved dealers of record. This pre-shipment is equal to 20% of your involved vehicles and is scheduled to begin the week of January 26, 2004. 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.

Parts required to complete this recall 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.

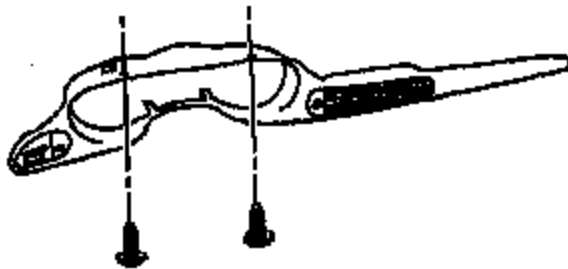
Part Number	Description	Quantity/Vehicle
22594146	Switch, Hazard Wmg (W/Flasher) (Malibu)	1
22642606	Switch, Hazard Wmg (W/Flasher) (Alero)	1

**SERVICE PROCEDURE**

The following procedure provides instructions for replacing the hazard warning switch located in the instrument panel (IP). For additional information, refer to the Lighting subsection in the Body and Accessories section of the appropriate Service Manual or SI.

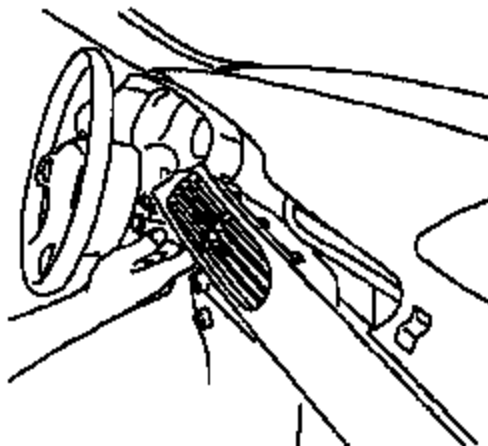
**MALIBU**

1. Remove the cover from the left side Instrument panel (IP) wiring harness junction block access panel.
2. Remove the AIR BAG fuse from the panel.
3. Remove the three screws attaching the lower steering column cover to the steering column.
4. Remove the upper steering column cover.



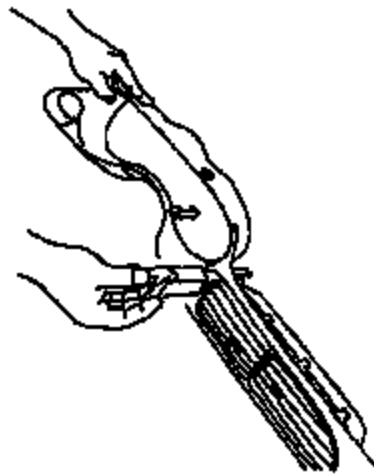
743306

5. Remove the two screws that attach the IP cluster bezel to the IP.



743301

6. Using a small flat-blade screwdriver, gently pry out and remove the IP cluster trim plate from the IP.
7. Disconnect the electrical connectors from the other switches in the trim plate.
8. Disconnect the electrical connector from the hazard warning switch.



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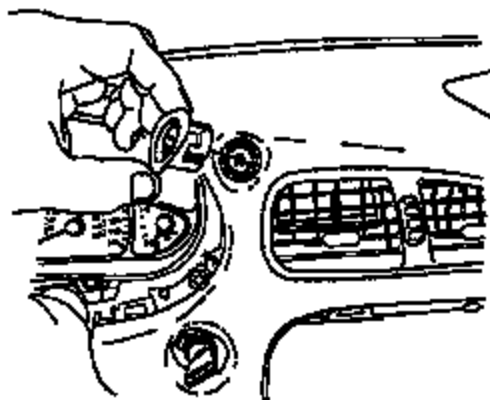
9. Using a small flat-blade screwdriver, carefully push in on the tabs to release the hazard warning switch from the IP cluster trim plate.
10. Remove the hazard warning switch by pushing in an outward motion on the switch while holding onto the IP cluster trim plate.
11. Install the new hazard warning switch by pushing in an inward motion on the switch while holding onto the IP cluster trim plate. Push inward on the switch until it is fully seated into the IP cluster trim plate.
12. Connect the electrical connector to the hazard warning switch.
13. Connect the electrical connectors to the other switches in the trim plate.
14. Position and align the IP cluster trim plate to the IP and carefully press into place.
15. Install the two screws that attach the IP cluster bezel to the IP. **Tighten**

Tighten to 2 N·m (18 lb in).

16. Install the upper steering column cover to the steering column.
17. Position the lower steering column cover to the upper cover and install the three attaching screws. **Tighten**

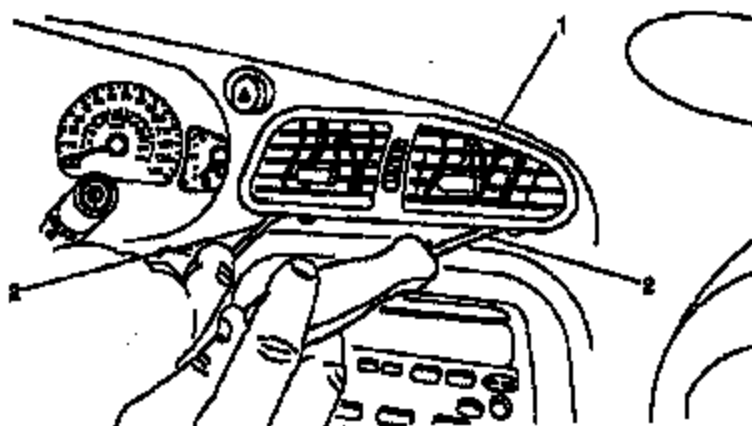
Tighten to 2 N·m (18 lb in).

18. Install the AIR BAG fuse in the panel and install the cover.
19. Turn the ignition switch to the ON position and verify that the AIR BAG light flashes seven times and goes out. Verify hazard warning switch operation.

**ALERO**

740358

1. Remove the hazard warning switch bezel from the IP using a small flat-bladed tool to release the retainers.

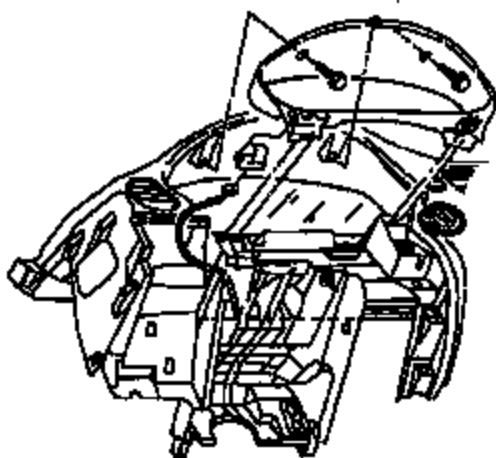


1392451

**Important**

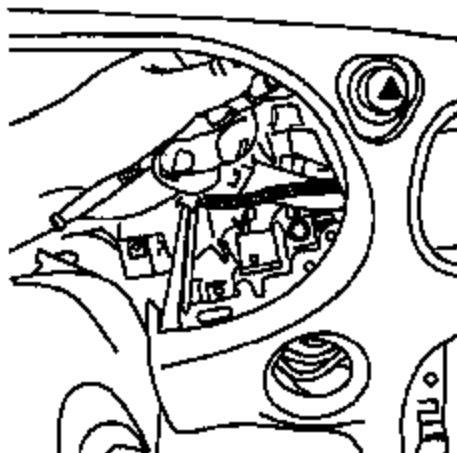
Both retainers must be released at the same time in order to remove the air outlet in the next step.

2. Using two flat-blade screwdrivers (2), carefully release the two retainers that attach the IP center air outlet (1). With both retainers released, pull the bottom of the outlet rearward to release the top.



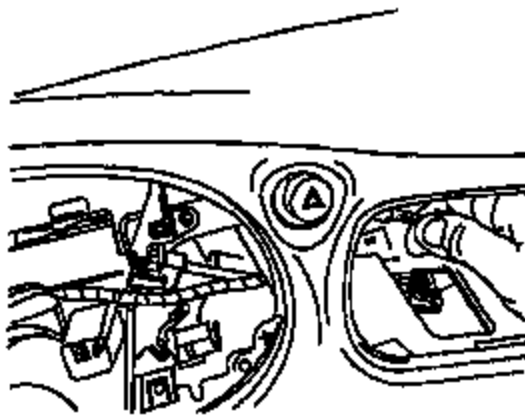
182926

3. Remove the two 7 mm hex head screws attaching the IP cluster trim panel to the IP.
4. Remove the trim plate from the IP by pulling up and out to release the lower retainers.
5. Disconnect the trip reset switch electrical connector.
6. Remove the four 7 mm hex head screws attaching the instrument cluster to the IP.
7. Remove the instrument cluster from the opening and reposition as necessary. It is not necessary to disconnect the electrical connector.



737832

8. Through the instrument cluster opening in the IP, remove one of the three 7 mm hex head screws that attach the hazard warning switch to the IP.



741636

9. Through the center air outlet opening in the IP, remove the remaining two 7 mm hex head screws that attach the hazard warning switch to the IP.
10. Remove the hazard warning switch through the center air outlet opening.
11. Disconnect the hazard warning switch electrical connector.
12. Using a small flat-blade screwdriver, carefully release the two retaining features on the mounting bracket and remove the hazard warning switch from the bracket.
13. Install the mounting bracket on the new hazard warning switch.
14. Connect the electrical connector to the new hazard warning switch and insert it through the center air outlet opening in the IP.
15. Position the switch and mounting bracket to the IP and install the two attaching screws through the center air outlet opening. **Tighten**

Tighten to 3 N·m (27 lb in).

16. Through the Instrument cluster opening in the IP, install the remaining hazard warning switch attaching screw. **Tighten**

Tighten to 3 N·m (27 lb in).

17. Install the cluster in the IP. Install the four screws. **Tighten**

Tighten to 2 N·m (18 lb in).

18. Connect the electrical connector to the trip reset switch.
19. Install the IP cluster trim panel to the IP and install the two screws. **Tighten**

Tighten to 2 N·m (18 lb in).

20. Install the center air outlet in the IP.
21. Install the bezel on the hazard warning switch.
22. Verify hazard warning switch operation.

**CUSTOMER REIMBURSEMENT** For U.S.

All customer requests for reimbursement for previous repairs for the recall condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Product Recall Customer Reimbursement Procedure Form is included with the customer letter.

**IMPORTANT:** Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

**CUSTOMER REIMBURSEMENT** For Canada

Customer requests for reimbursement of previously paid repairs to correct inoperative hazard warning flashers or turn signals due to the condition addressed in this bulletin are to be submitted by April 30, 2005.

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of repair expense(s) that were not reimbursed, a description of the repair, and the person or entity performing the repair.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by WINS.

**IMPORTANT:** Refer to the GM Service Policies and Procedures Manual, section 1.6.2, for specific procedures regarding customer reimbursement verification.

**CLAIM INFORMATION**

Submit a Product Recall Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NO.	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS	NET ITEM
Replace Hazard Warning Switch o Malibu o Alero	1	---	**	MA-96	V1051	0.4* 0.6*	N/A
Customer Reimbursement (Canadian Dealers ONLY)	N/A	N/A	N/A	MA-96	V1113	0.2	***

- \* For Program Administrative Allowance, add 0.1 hours to the "Labor Hours".
- \*\* The "Parts Allowance" should be the sum total of the current GMSPC Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for the hazard warning switch needed to complete the repair.
- \*\*\* The amount identified in the "Net Item" column should represent the dollar amount reimbursed to the customer.

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

### CUSTOMER NOTIFICATION – For US and CANADA

General Motors will notify customers of this recall on their vehicle (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 sample letter.

### DEALER RECALL 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 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 notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### DEALER RECALL RESPONSIBILITY - ALL

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

Dealers are to service all vehicles subject to this recall 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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall 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/dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary  
Technician  
Certification**



February 2004

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**Reason For This Recall:** General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2000 and 2001 model year Chevrolet Malibu and Oldsmobile Alero vehicles. Some of these vehicles have a condition in which solder joints in the hazard warning flasher switch may crack. If cracking occurs, it may cause the audible flasher indicator, visual flasher indicator in the instrument cluster, turn signals, and the hazard warning flashers to work intermittently or not at all. If the turn signals or hazard warning flashers are not working, others may react more slowly to a turning or stopped vehicle and a crash could occur.

**What Will Be Done:** Your GM dealer will replace the hazard warning flasher switch. This service will be performed for you at no charge.

**How Long Will The Repair Take?** This service correction will take approximately 30 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**Contacting Your Dealer:** To limit any possible inconvenience, we recommend that you contact your GM dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. 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	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Oldsmobile	1-800-630-8537	1-800-833-8537
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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 card and returning it to us in the postage paid envelope.

**Customer Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

**Recall Information Online:** More information about this recall (including frequently asked questions) is available online at the Owner Center at My GMLink. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle. To join, visit [www.mygmlink.com](http://www.mygmlink.com) and enter your Vehicle Identification Number (VIN) included with this letter to get the most personalized information for your vehicle.

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



General Motors Corporation  
 Customer Assistance Center  
 PO Box 33138  
 Detroit, MI 48233-5138

D03043-S

February 2004

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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

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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



## GENERAL MOTORS PRODUCT RECALL CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this recall condition corrected prior to receiving this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

**If your claim is:**

- Approved, you will receive a check from General Motors,
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Oldsmobile	1-800-630-6537	1-800-833-6537
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

**GENERAL MOTORS  
PRODUCT RECALL CUSTOMER REIMBURSEMENT CLAIM FORM**

**THIS SECTION TO BE COMPLETED BY CLAIMANT**

Date Claim Submitted: \_\_\_\_\_

Vehicle Identification Number (VIN): \_\_\_\_\_

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Claimant Name (please print): \_\_\_\_\_

Street Address or PO Box Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): \_\_\_\_\_

Amount of Reimbursement Requested: \$ \_\_\_\_\_

**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM**

**Original or clear copy of all receipts, invoices and/or repair orders that show:**

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.  
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.

Claimant's Signature: \_\_\_\_\_

Please mail this claim form and the required documents to:

**General Motors Corporation  
P.O. Box 33170  
Detroit, MI 48232-5170**

All recall reimbursement questions should be directed to the following number:  
1-800-204-0261