



GENERAL MOTORS NORTH AMERICA
 Structure & Safety Integration

04V-004 ① of ⑩

December 22, 2003

RECEIVED
 2004 JAN -6 P 3 06
 OFFICE OF DIRECTOR
 NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Mr. Kenneth N. Weinstein
 Associate Administrator for Safety Assurance
 National Highway Traffic Safety Administration
 400 Seventh Street, S.W., Room 5321
 Washington, D.C. 20590

Dear Mr. Weinstein:

I notified you on October 3, 2003 of GM's determination that certain 2003 and 2004 Saturn ION model vehicles did not comply with FMVSS 118 because the retained accessory power feature was not cancelled when the front passenger door was opened, permitting operation of power windows and/or sunroofs. On October 17, 2003, GM submitted a petition for exemption from the notice and recall provisions of the Safety Act because this noncompliance is inconsequential to motor vehicle safety.

GM has decided to withdraw the petition and it will notify owners and remedy the noncompliance by changing the Body Control Module calibration. GM continues to think that its petition should be granted based on earlier NHTSA decisions to grant identical petitions. GM has decided, however, that it would be preferable to remedy this condition at the same time it is conducting an unrelated safety recall affecting the same vehicles, rather than to inconvenience owners a second time in the event the petition is denied.

Copies of the retailer bulletin and the owner notification are attached. Saturn plans to notify retailers on December 22, 2003 and owners on December 30, 2003 of this noncompliance recall.

Sincerely,

Lyndon R. Lie
 Director
 Product Investigations

170 / 2125 / 03089
 Attachment

Product Investigations

Mail Code: 480-108-304 • 30500 Mound Road • Warren, MI 48090-9056
 Phone: (588) 988-8029 • Fax: (588) 947-2318
 2125-03089 5/3.900





GENERAL MOTORS NORTH AMERICA
 Structure & Safety Integration

RECEIVED
 2003 DEC 22 P 2:11
 SAFETY DIVISION
 4800 MOUND ROAD
 WARREN, MI 48090-9055

October 3, 2003

Mr. Kenneth N. Weinstein
 Associate Administrator for Safety Assurance
 National Highway Traffic Safety Administration
 400 Seventh Street, S.W., Room 5321
 Washington, D.C. 20580

04V-004 ② of ⑩

Dear Mr. Weinstein:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors of a noncompliance involving certain 2003 and 2004 Saturn ION model vehicles.

573.6(c)(1): Saturn Corporation, a subsidiary of General Motors Corporation

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that certain 2003 and 2004 Saturn ION model vehicles fail to conform to Federal Motor Vehicle Safety Standard 118, "Power Operated Window, Partition, and Roof Panel Systems." The Retained Accessory Power (RAP) feature on 2003 and some 2004 model year Saturn ION Sedans and Coupes retains power to the power windows and sunroof for ten minutes after the ignition is turned off or until the driver's door is opened. If the ignition is turned off and the passenger door is opened, the power windows and sunroof will remain operable for ten minutes. FMVSS 118 states that the power windows and sunroof may not be closed after the ignition is turned off and either front door is opened.

573.6(c)(7): The Body Electronics Engineering Group Manager and the Vehicle Software Integration Engineer discovered the condition during a requirements review of a future program on September 5, 2003. A vehicle review confirmed the RAP feature function.

The condition was presented to the FPE Director on September 18, 2003. The FPE Director requested the preparation of a FPE Report for Senior Management. The GMNA Senior Management Committee reviewed the issue and on September 26, 2003 the Field Action Decision Committee decided that the subject vehicles were not in compliance with FMVSS 118.

573.6(c)(8): General Motors will submit to the agency a petition for an exemption from the notice and remedy provisions of the Safety Act because this noncompliance is inconsequential to motor vehicle safety.

573.6(c)(9): If the petition is not granted, GM will remedy the condition by installing a new body control module calibration.

Sincerely,

Lyndon R. Lie
 Director
 Product Investigations

170
 Attachment



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

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Saturn	ION	2003	64,813	6/02	6/03	ION	100%
Saturn	ION	2004	14,391	7/03	9/03	ION	"
Grand Total:			79,204				

RECALL BULLETIN

04V-004 ④ of ⑪



NO.:

03069

Non-Compliance

DATE:

December, 2003

CATEGORY TYPE:

Body & Accessories - 08

CATEGORY:

Body Control Module

F/C MVSS NON-COMPLIANCE RECALL

SUBJECT: BODY CONTROL MODULE (BCM) CALIBRATION UPGRADE FOR RETAINED ACCESSORY POWER (RAP)

YEAR and MODEL: 2003 AND CERTAIN 2004 SATURN ION VEHICLES

TO: ALL SATURN RETAILERS AND AUTHORIZED SERVICE PROVIDERS

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

CONDITION

Saturn has decided that 2003 and certain 2004 Saturn ION vehicles fail to conform to Federal Motor Vehicle Safety Standard 118, "Power-Operated Window, Partition, and Roof Panel Systems." The power windows and/or sunroof may be operable after the ignition has been turned to the "Off" position and the front passenger door is opened. If unsupervised children are left unattended in the vehicle and operate the power windows or sunroof, there is an increased risk of personal injury to the child.

CORRECTION

To prevent the possibility of this condition occurring, Retailers will upgrade the Body Control Module (BCM) calibration.

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.

VEHICLES INVOLVED

2003 and certain 2004 model year Saturn ION vehicles within the following VIN range will require this recall.

3Z100001 - 3Z206278

4Z100001 - 4Z121302

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

OWNER NOTIFICATION

Owners of all involved vehicles located within areas covered by the US National Traffic and Motor Vehicle Safety Act will be notified of this recall by Saturn. (Refer to the owner letter included in this bulletin.)

RETAILER RESPONSIBILITY

All unsold new vehicles in Retailers' 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.

Retailers 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.

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

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your retail facility 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.

This bulletin is notice to you that the new motor vehicles included in this recall 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 recall correction, your dealership may be subject to a civil penalty for each such sale.

TRANSFER OF RECALL RESPONSIBILITY

Saturn vehicles that have been sold to 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, recall responsibility may be transferred by completing the following:

- Submit a Recall 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 Recall Vehicle Action Report is included for your reference. Additional copies can be ordered from Saturn Publications (1-800-828-2112, prompt 3, Item # S03 2002RVAR). All changes to recall 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 Policies & Procedures Manual, "Notifying Saturn of Vehicle Status Change."

**RECALL VEHICLE ACTION REPORT**

VIN:	_____
RECALL NO(S):	_____
FACILITY CODE:	_____

CHANGE VEHICLE STATUS TO (PLACE AND [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:	SUPPORTING DOCUMENTATION: _____
RETAILERS NAME: _____	RETAILER CODE: _____
<input type="checkbox"/> VEHICLE EXPORTED	EXPORT DEST.: _____

CHANGE OF OWNERSHIP INFORMATION:

(OWNER 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 RECALL 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 CODE: 371-999-824
BIRMINGHAM, TN 37174

CUSTOMER ASSISTANCE MANAGER: SEND APPROVED FORMS TO RECALL COMPLIANCE COORDINATOR.
SEND REJECTED FORMS, ALONG WITH REASON, BACK TO THE SUBMITTING RETAILER.

909 2002RVAR

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. Verify that Saturn Service Stall System software is version 12.0 2003 or newer. To determine software version, select "Help" from the top menu bar, then select "About TIS 2000." The dialog box that pops up will state the version of the software.

IMPORTANT: Verify that vehicle battery is fully charged before programming BCM.

IMPORTANT: When programming BCM, use Tech 2 Scan Tool along with *J45289* CANdi Module and *GM 3000098* black SAE 16/19 pin adapter. Do **NOT** use *J41207-PROG2* red DLC programming adapter.

IMPORTANT: There is only one BCM calibration selection available.

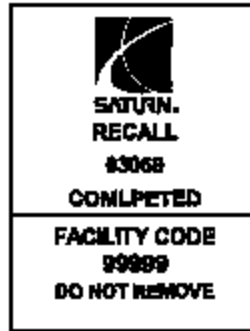
2. Program BCM in the vehicle using "Replace and Reprogram" option on Saturn Service Stall System, following on-screen instructions. Refer to "BCM Programming" in the Service Programming System section of the Service Stall System (SSS)/Tech 2 User Guide for reprogramming procedures.

IMPORTANT: Performing Passlock™ relearn procedure is **NOT** necessary after reprogramming BCM.

3. Sit in driver's seat and shut driver's (left, front) door. Verify that all other doors are closed.
4. Turn key to ON position and turn radio on.
5. Turn key to OFF position.
6. Open passenger (right front) door.
 - If radio does not turn off, verify that Saturn Service Stall System software is version 12.0 2003 or newer and repeat Step 6.
 - If radio turns off, repair is complete. Proceed to Step 7.
7. Affix Recall Identification Label on a clean, dry surface of the radiator core support in an area clearly visible when the hood is raised. (For more information, refer to "RECALL IDENTIFICATION LABEL" in this bulletin.)

RECALL IDENTIFICATION LABEL

Upon completion of the recall, a Recall Identification Label and 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 recall number (03069) and the five (5) digit facility code of the retailer performing the recall service.

RECALL IDENTIFICATION LABEL

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

CREDIT

1. To receive credit, submit a claim with the information below:

Repair Performed	Parts Allow.	Sale Type	Case Type	Labor Op.	Labor Hrs.	Admin. Hrs. *
Reprogram Body Control Module (BCM)	N/A	WC	VC	V1098	0.3	0.1

- 2. 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.
- 3. **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 Recall Claim Submission.

* Recall administration allowance



December, 2003

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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 2003 and certain 2004 Saturn ION vehicles fail to conform to Federal Motor Vehicle Safety Standard 118, "Power-Operated Window, Partition, and Roof Panel Systems." The power windows and/or sunroof may be operable after the ignition has been turned to the "Off" position and the front passenger door is opened. If unsupervised children are left unattended in the vehicle and operate the power windows or sunroof, there is an increased risk of personal injury to the child.

What Saturn will do:

To prevent the possibility of this condition occurring, Retailers will upgrade the Body Control Module (BCM) calibration. This service will be performed at no charge to you.

What you should do:

Contact your Saturn Retailer as soon as possible to arrange for the upgraded BCM software. This service will take about 30 minutes although some additional time may be required for paperwork and processing.

The enclosed reply card identifies your vehicle and will facilitate completion of the repairs when presented to your Saturn retail facility. If your address has changed, please provide the new information in the space provided. This will assist us in ensuring that all affected vehicles are corrected.

Your Retailer is prepared to perform this service promptly and with minimal inconvenience to you. However, if your car is provided to the Retailer on the agreed service date and the condition is not remedied on that date, or within a reasonable time, please contact the Saturn Customer Assistance Center at 1-800-872-8876 or for the hearing impaired, 1-800-833-8000. 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, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 7th St., SW, Washington, DC 20590, or call 1-888-327-4236.

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
03069