



GENERAL MOTORS NORTH AMERICA
Structure & Safety Integration

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2004 APR 19 A 8:52

GENERAL INVESTIGATIONS
INVESTIGATION

04V-189
(10 pages)

April 18, 2004

Mr. K. 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:

The following information is submitted pursuant to the requirements of 49 CFR 573.8 as it applies to a determination by General Motors of a noncompliance involving certain 2004 Chevrolet Express and GMC Savana model vehicles.

573.8(c)(1): Chevrolet and GMC Divisions of General Motors Corporation

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

573.8(c)(5): General Motors has decided that certain 2004 Chevrolet Express and GMC Savana model vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 209, "Seat Belt Assemblies." These vehicles may have been produced with seat belt buckle assemblies containing a latch with a brittle condition that may not withstand the force requirements of S4.4(a)(1) or S4.4(b)(1) of the standard. In a crash, if the safety belt buckle fails, an occupant's injuries could be greater.

573.8(c)(7): On April 1, 2004, Delphi Automotive Systems Ashmore notified General Motors of a lot acceptance test failure at its facility, that the lot had been quarantined, and that investigation indicated that certain seat belt buckle assemblies with latches from earlier lots could be affected. Containment was initiated at the GM Wentzville Assembly Plant of vehicles and seats that could be affected.

According to the Delphi, latches were made with steel from two sources, only one of which exhibited test failures, and those failures were at a nine percent rate.

By April 6, 2004, Wentzville reported that 331 U.S. vehicles with parts that could be affected were shipped before the containment actions.

On April 5, 2004, the condition was reported to the FPE Director. The GMNA Senior Management Committee reviewed the issue and on April 14, 2004 the Field Action Decision Committee decided to conduct a noncompliance.

573.8(c)(8): GM will remove the seat belt assemblies from the involved vehicles and replace them.

Pursuant to 577.11(e), GM does not believe notification about reimbursement is required for this recall. The involved vehicles are current models and are covered by the new vehicle warranty.

573.8(c)(9): A draft copy of the bulletin and owner letter is attached. GM will provide final copies when available. GM plans to begin this recall in May 2004.

Sincerely,

Gay P. Kent
Director

Product Investigations

2139 - 04025
Attachments

Product Investigations

Mail Code: 400-100-304 • 30500 Mound Road • Warren, MI 48090-3058 •
Phone: (588) 986-8029 • Fax: (588) 947-2316
2139-573 Letter.doc



573.6(c)(2),(3),(4)

**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>
Chevrolet	G Van	2004	243	03/04	04/04	Express	* Unknown
GMC	G Van	2004	88	03/04	04/04	Savana	*
		GM Total:	331				

* All involved vehicles will be corrected.

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Recall Bulletin

File in Section: Product Recalls
 Bulletin No.:
 Date:
 Draft: #1



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: SEAT BELT BUCKLE COMPLIANCE

**MODELS: 2004 CHEVROLET EXPRESS
 2004 GMC SAVANA**

DRAFT
**A FINAL VERSION OF THIS DRAFT WILL BE USED
 IF THERE IS A DECISION TO RECALL**

CONDITION

General Motors has decided that certain 2004 model year Chevrolet Express and GMC Savana vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 209, Seat Belt Assemblies. The seat belt buckles in specific seating locations in these vehicles do not meet the pull test requirement. As a result, the safety belt may not restrain the occupant as intended during a crash, which could result in injury to the occupant.

CORRECTION

Dealers are to replace the safety belt buckle in those specific seating locations.

VEHICLES INVOLVED

Involved are certain 2004 model year Chevrolet Express and GMC Savana vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2004	Chevrolet	Express	41202898	41209098
2004	GMC	Savana	41198461	41911679

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 US: 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. Dealers that have no involved vehicles currently assigned, will not have a report available in GM DealerWorld.

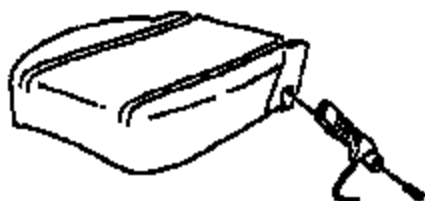
For Canada & IPC: For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared, and is being furnished to involved dealers. Dealers that have no involved vehicles currently assigned, will not receive a report with the recall bulletin.

The Campaign Initiation Detail Report may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PARTS INFORMATION

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
88955369	Belt Kit, D/Seat (Bkl Sl) (Neutral)	As Req'd.
88955370	Belt Kit, D/Seat (Bkl Sl) (Pewter)	As Req'd.
88955371	Belt Kit, P/Seat (Bkl Sl) (Neutral)	As Req'd.
88955372	Belt Kit, P/Seat, (Bkl Sl) (Pewter)	As Req'd.
88955353	Belt Kit, R/Seat (Bkl Sl) (Neutral)	As Req'd.
88955354	Belt Kit, R/Seat (Bkl Sl) (Pewter)	As Req'd.
88955363	Belt Kit, R/Seat (Bkl Sl) (Neutral)	As Req'd.
88955364	Belt Kit, R/Seat (Bkl Sl) (Pewter)	As Req'd.
88955357	Belt Kit, R/Seat #2 Ctr (Bkl Sl) (Neutral)	As Req'd.
88955358	Belt Kit, R/Seat #2 Ctr (Bkl Sl) (Pewter)	As Req'd.
88956371	Belt Kit, R/Seat #2 Ctr (Bkl Sl) (Neutral)	As Req'd.
88956372	Belt Kit, R/Seat #2 Ctr (Bkl Sl) (Pewter)	As Req'd.
88956342	Belt Kit, R/Seat #2 Ctr (Bkl Sl) (Neutral)	As Req'd.
88956343	Belt Kit, R/Seat #2 Ctr (Bkl Sl) (Pewter)	As Req'd.

SERVICE PROCEDURE**Seat Belt Buckle Replacement - Front**

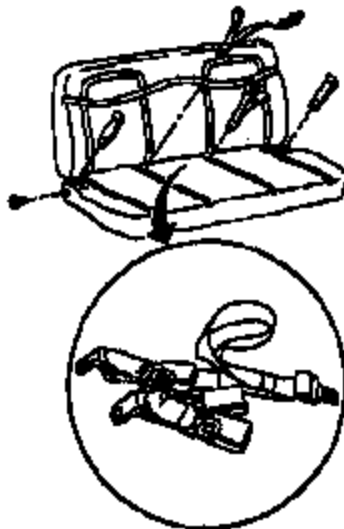
188306

1. On the driver's seat, lift the buckle cover.
2. Remove the seat belt buckle retaining bolt from the seat.
3. Disconnect the electrical connector from the seat belt buckle, if equipped.
4. Remove the seat belt buckle from the seat.
5. Install the new seat belt buckle to the seat.
6. Connect the electrical connector to the seat belt buckle, if equipped.
7. Lift the buckle cover.

Notice

Use the correct fastener in the correct location. Replacement fasteners must be the correct part number for that application. Fasteners requiring replacement or fasteners requiring the use of thread locking compound or sealant are identified in the service procedure. Do not use paints, lubricants, or corrosion inhibitors on fasteners or fastener joint surfaces unless specified. These coatings affect fastener torque and joint clamping force and may damage the fastener. Use the correct tightening sequence and specifications when installing fasteners in order to avoid damage to parts and systems.

8. Install the seat belt buckle retaining bolt to the seat. Tighten
Tighten the seat belt buckle retaining bolt to 52 N·m (38 lb ft).
9. Repeat procedure on the passenger side, if applicable.

Seat Belt Buckle Replacement - Rear

551170

1. Partially remove the seat cushion cover in order to gain access to the seat belt buckle retaining bolt.
2. Remove the seat belt buckle retaining bolt from the seat frame.
3. Remove the seat belt buckle from the seat frame.
4. Install the new seat belt buckle to the seat frame.

Notice

Use the correct fastener in the correct location. Replacement fasteners must be the correct part number for that application. Fasteners requiring replacement or fasteners requiring the use of thread locking compound or sealant are identified in the service procedure. Do not use paints, lubricants, or corrosion inhibitors on fasteners or fastener joint surfaces unless specified. These coatings affect fastener torque and joint clamping force and may damage the fastener. Use the correct tightening sequence and specifications when installing fasteners in order to avoid damage to parts and systems.

5. Install the seat belt buckle retaining bolt to the seat frame. **Tighten**

Tighten the seat belt buckle retaining bolt to 40 N·m (30 lb ft).

6. Install the seat cushion cover to the seat frame.
7. Repeat this procedure on all other applicable rear seats.

COURTESY TRANSPORTATION

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranty. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product recall is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no

charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

CLAIM INFORMATION

REPAIR PERFORMED	PART COUNT	PART NO.	PARTS ALLOW	CC-FC	LABOR OP	* LABOR HOURS
Replace Seat Belt Buckle		--	**	MA-95	V--	
• (Front Seat(s) Only)	1 or 2					0.2
• 8 Passenger Van	8					0.5
• 12 Passenger Van	9					0.8
• 15 Passenger Van	11					0.9
Courtesy Transportation	N/A	N/A	N/A	MA-95	---	N/A

* For Recall 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 seat belt(s) needed to complete the repair.

*** Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual.

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.

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.

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.



<Month Of Mailing>, 200#

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 certain 2004 model year Chevrolet Express and GMC Savana vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 209, Seat Belt Assemblies. The seat belt buckles in specific seating locations in these vehicles do not meet the pull test requirement. As a result, the safety belt may not restrain the occupant as intended during a crash, which could result in injury to the occupant.

What Will Be Done: Your GM dealer will replace the safety belt buckle in those specific seating locations. This service will be performed for you at no charge.

How Long Will The Repair Take? This service correction will take approximately 15 to 55 minutes, depending on the number of seat belt buckles that will require replacement. 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 between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. The telephone numbers are provided below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-830-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
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 1-888-327-4238.

Customer Reply Form: The enclosed customer reply form identifies your vehicle. Presentation of this form 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 form and mailing it back to us.

Courtesy Transportation: If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation

while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

Recall Information Online: More information about this recall (including answers to 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.mygmilink.com and enter your vehicle's 17-digit vehicle identification number (VIN) shown on the enclosed form 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
04XXX**