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OFFICE OF
DEFECTS INVESTIGATION



04V-287
(10 pages)

June 14, 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 573.6 as it applies to a determination by General Motors of a safety defect involving certain 2004 Chevrolet Impala, Monte Carlo, and Pontiac Grand Prix model vehicles.

573.6(c)(1): Chevrolet and Pontiac Divisions 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 a defect, which relates to motor vehicle safety, exists in certain 2004 Chevrolet Impala, Monte Carlo, and Pontiac Grand Prix model vehicles. Some of these vehicles were produced with lower than specified torque on both front brake caliper to steering knuckle attachment bolts. With improper torque, the clamp load at the joint may not be adequate to prevent movement between the caliper bracket and knuckle. Depending on whether one or both bolts backs out or fractures, the result can be: (1) locking of the affected wheel during braking and an abrupt steering input in the direction of the locked wheel, (2) reduced braking and noise from the affected wheel, or (3) severing of a brake hose, increased brake pedal travel, and reduced steering control. Reduced braking or steering control could cause a vehicle crash.

573.6(c)(6): On April 19, 2004 Oshawa Car Assembly notified Delphi E&C Saginaw that an audit vehicle had lower torque than specified by Delphi Engineering on the fasteners that affix the front caliper to the knuckle assembly. Later that day Delphi discovered that bearing bolt torque tools were incorrectly installed at the caliper bolt assembly station at Delphi E&C in Saginaw, Michigan.

On April 22, 2004 a Product Investigations Engineer was assigned to determine what effect the torque condition would have on vehicle performance. During May 2004 vehicle durability testing was conducted at the GM Proving Grounds and a new brake lab test was developed by the GM Advanced Reliability Methods Group. Additional testing was also conducted by Delphi.

On May 20, 2004 the condition and test results were presented to the FPE Director. The GMNA Senior Management Committee reviewed the issue and on June 7, 2004 the Field Action Decision Committee decided to conduct a safety recall.

573.6(c)(8): Dealers are to tighten both bolts to the specified torque. Additional information is included in the service procedure of the attached dealer bulletin.

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.

Product Investigations

Mail Code: 480-106-304 • 30500 Mound Road • Warren, MI 48090-9056
Phone: (586) 968-3029 • Fax: (586) 947-2318
2157 573 Letter.doc



Letter to Mr. K. N. Weinstein
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573.5(c)(9): The dealer bulletin and owner letter is attached. GM will notify dealers on June 28, 2004 and owner letters will be mailed on July 6, 2004.

Sincerely,



Gay P. Kent
Director
Product Investigations

2151 - 04049
Attachments

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</u> <u>(FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Chevrolet	W Car	2004	28,154	03/2004	04/2004	Impala	* Unknown
Chevrolet	W Car	2004	6,678	03/2004	04/2004	Monte Carlo	*
Pontiac	W Car	2004	<u>13,159</u>	03/2004	04/2004	Grand Prix	*
		GM Total:	47,991				

* All involved vehicles will be corrected.

2151/D4049



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: FRONT BRAKE CALIPER BOLT TORQUE

**MODELS: 2004 CHEVROLET IMPALA, MONTE CARLO
 2004 PONTIAC GRAND PRIX**

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 model year Chevrolet Impala and Monte Carlo, and Pontiac Grand Prix vehicles. Some of these vehicles may have left and right front wheel assemblies in which the two bolts that attach the front brake caliper to the steering knuckle were not tightened adequately. If too much movement occurs between the caliper bracket and knuckle, the bolt(s) may back out or fracture. Depending on whether one or both bolts back out or fracture, the result can be 1) locking of the affected wheel during braking and an abrupt steering input in the direction of the locked wheel, 2) reduced braking and noise from the affected wheel, or 3) severing of a brake hose, increased brake pedal travel, and reduced steering control. If this were to occur, it could result in a vehicle crash without prior warning.

CORRECTION

Dealers are to tighten both bolts to the specified torque.

VEHICLES INVOLVED

Involved are certain 2004 model year Chevrolet Impala and Monte Carlo, and Pontiac Grand Prix vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2004	Chevrolet	Impala	49366838	49404359
2004	Chevrolet	Monte Carlo	49366031	49404352
2004	Pontiac	Grand Prix	41323215	41345974

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.

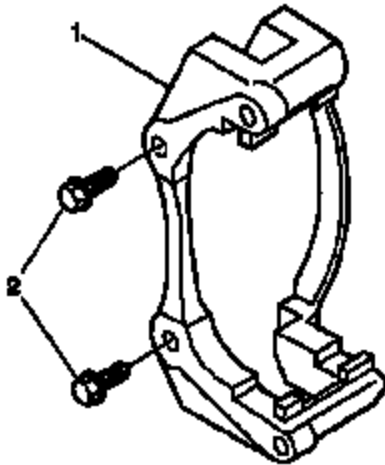
Part Number	Description	Quantity/Vehicle
89021297 - U.S. 10953488 - Canada	ADHESIVE	1*

* Adhesive will service several dozen vehicles.

SERVICE PROCEDURE

The following procedure provides instructions for removing, cleaning, and reinstalling the bolts that attach both front brake caliper mounting brackets to the knuckles.

1. Raise the vehicle on a suitable hoist and support as necessary.
2. Remove both front tire and wheel assemblies.



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Important

Do not remove the brake caliper from the mounting bracket.

3. Remove the two bolts (2) attaching the left front caliper mounting bracket (1) to the knuckle. Do not remove the bracket and caliper from the knuckle.
4. Using a wire brush, clean any threadlocker from the threads on the two bolts.
5. Apply adhesive (threadlocker), GM P/N 89021297 (Canadian P/N 10953488) or equivalent, to the threads of both bolts.
6. Reinstall the two bolts into the bracket. **Tighten**

Tighten the bolts to 170 N·m (125 ft lb).

7. Repeat the procedure on the right side front caliper mounting bracket bolts.
8. Install both front tire and wheel assemblies. **Tighten**

Tighten the wheel nuts to 140 N·m (103 ft lb).

9. Lower the vehicle.

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

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
Reinstall Bolts	N/A	N/A	N/A	MA-96	V1183	0.4*	**
Courtesy Transportation	N/A	N/A	N/A	MA-96	***	N/A	****

- * For Recall Administrative Allowance, add 0.1 hours to the "Labor Hours".
- ** The amount identified in the "Net Item" column should represent the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for the adhesive needed to perform the required repairs, not to exceed \$0.10.
- *** Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual.
- **** The amount identified in the "Net Item" column should represent the actual dollar amount for courtesy transportation.

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.



July 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 2004 model year Chevrolet Impala and Monte Carlo, and Pontiac Grand Prix vehicles. Some of these vehicles may have left and right front wheel assemblies in which the two bolts that attach the front brake caliper to the steering knuckle were not tightened adequately. If too much movement occurs between the caliper bracket and knuckle, the bolt(s) may back out or fracture. Depending on whether one or both bolts back out or fracture, the result can be 1) locking of the affected wheel during braking and an abrupt steering input in the direction of the locked wheel, 2) reduced braking and noise from the affected wheel, or 3) severing of a brake hose, increased brake pedal travel, and reduced steering control. If this were to occur, it could result in a vehicle crash without prior warning.

What Will Be Done: Your GM dealer will tighten both bolts to the specified torque. This service will be performed for you at no charge.

How Long Will The Repair Take? This service correction will take approximately 25 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. 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. The Customer Assistance Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
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 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.mygmllink.com, and enter your vehicle's 17-character 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
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