



June 22, 2004

RECEIVED
 2004 JUN 23 A 9 13
 OFFICE OF EFFECTS
 INVESTIGATION

04V-300
(9 pages)

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 Cavalier and Pontiac Sunfire model vehicles.

573.8(e)(1): Chevrolet and Pontiac 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 model year Chevrolet Cavalier and Pontiac Sunfire vehicles (J-cars) fail to conform to Federal Motor Vehicle Safety Standard 209, Seat Belt Assemblies, and Standard 210, Seat Belt Assembly Anchorages. On some of these vehicles, the passenger-side rear safety belt may have been installed with an incorrect nut and bolt that may not withstand the loads in tests required by the two standards. In a severe crash, the upper seat belt anchorage may separate. The effectiveness of the seat belt could then be reduced and the occupant could receive greater injuries.

573.8(e)(7): On April 21, 2004, a Lordstown Assembly Trim Shop operator discovered an incorrect weld nut when he attempted to install the seat belt retractor attachment bolt. The operator was unable to drive the 10 mm bolt into the 8 mm weld nut. A Lordstown investigation identified that a 2005 Chevrolet Cobalt 8 mm weld nut was incorrectly substituted for a 2004 J-car 10 mm weld nut.

Further investigation identified that the Body Shop welded the incorrect weld nut to the shell-panel assembly on 271 units. The population was determined by a partial shift of production of incorrect and mixed stock, less what the body shop was able to properly contain in the production system.

The Trim Shop assembled 271 units with an 8 mm bolt used for the child tether restraints. GM Vehicle Engineering was consulted on the bolt substitution for the suspect units on April 21, 2004 when the units arrived in the Trim Shop. The 2nd shift crew leader authorized the usage of the 8 mm child tether bolt pending engineering review. The Quality Operations Manager placed both the rail end truck yards on Quality hold. Vehicle engineering informed the plant on April 22, 2004 that the proposed bolt substitution would not meet MVSS 209 requirements.

Starting on April 28, 2004, the vehicles were brought back into the assembly plant for repair. The incorrect bolt and weld nut were removed from the vehicles and then the correct bolt and weld nut were installed. After completion of the repair process on May 12, 2004, it was discovered that 70 of the vehicles were shipped without authorization and, potentially, without repair. On May 25, 2004, GM Engineering reconfirmed its MVSS 209 evaluation and noted a potential issue with MVSS 210. One vehicle was inspected at Company Vehicle Operations on June 2, 2004 and was determined to have the correct weld nut and bolt. The repair has not been confirmed on the remaining 59 vehicles (US population - 37 vehicles). It is possible that some of the 59 vehicles were brought back to the assembly plant and repaired, but Lordstown does not have supporting documentation. Shipping records from the carriers indicate that these vehicles were shipped prior to the release of the Quality yard hold.

Product Investigations

Mail Code: 480-106-304 • 30300 Mound Road • Warren, MI 48090-9055
 Phone: (888) 988-8029 • Fax: (888) 947-2918
 2157-5791 Lotus1.doc



Letter to Mr. K. N. Weinstein
2157- 04058
June 22, 2004
Page 2

On June 10, 2004, the condition was reported to the FPE Director. The GMNA Senior Management Committee reviewed the issue and on June 15, 2004 the Field Action Decision Committee decided to conduct a noncompliance recall.

573.6(p)(8): Dealers will remove the required interior trim pieces and replace the incorrect passenger-side rear seat belt retractor attachment hardware by unscrewing the 8 mm bolt and removing the 8 mm weld nut from the shelf-panel, and then installing a 10 mm bolt, adhesive, and 10 mm nut.

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.

573.6(p)(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 August 2004.

Sincerely

Gay P. Kent FOI
Director
Product Investigations

2157 - 04058
Attachments

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

MAKE	MODEL SERIES	MODEL YEAR	NUMBER INVOLVED	INCLUSIVE MANUFACTURING DATES		DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.	EST. NO. W/CONDITION
				FROM	TO		
Chevrolet	J Car	2004	28	04/2004	04/20/04	Cavalier	* Unknown
Pontiac	J Car	2004	9	04/2004	04/20/04	Sunfire	.
GM Total:			37				

* All involved vehicles will be contacted.

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



Recall Bulletin



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: PASSENGER-SIDE REAR SAFETY BELT ANCHORAGE COMPLIANCE

**MODELS: 2004 CHEVROLET CAVALIER
 2004 PONTIAC SUNFIRE**

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 Cavalier and Pontiac Sunfire vehicles fall to conform to Federal/Canada Motor Vehicle Safety Standard 209, Seat Belt Assemblies, and Standard 210, Seat Belt Assembly Anchorages. On some of these vehicles, the passenger-side rear safety belt may have been installed with an incorrect nut and bolt. In a severe crash, the upper seat belt anchorage may separate. The effectiveness of the seat belt could then be reduced and the occupant could receive greater injuries.

CORRECTION

Dealers are to inspect the safety belt anchorage and install a new nut and bolt, if necessary.

VEHICLES INVOLVED

Involved are <all or certain> 20## <use body style designation (F-Car, W-Car, Etc.) or specific model & division if not all involved> model vehicles equipped with <list special equipment with RPO's> and built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
20##	-----	-----	#####	#####
20##	-----	-----	#####	#####

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
11518624	Bolt	1
11517998	Nut	1
89021297 - U.S. 10953488 - Canada	Adhesive*	1*

* Adhesive will service several dozen vehicles.

SERVICE PROCEDURE

<Detail per individual recall>

1.

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
Inspect Safety Belt Anchorage – No Further Action Req'd.	0	N/A	N/A	MA-88	V---	0.2*	N/A
Inspect & Replace Safety Belt Anchorage	2	---	**	MA-88	V---	#.#*	***
Courtesy Transportation	N/A	N/A	N/A	MA-88	****	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 GMSPD Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for the nut and bolt needed to complete the repair.
- *** The amount identified in the "Net Item" column should represent the sum total of the current GMSPD Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for 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.

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.

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, GM/NHTSA assumes that the bulletin applies to your vehicle, or that your vehicle will have this condition. For your dealership, see the instructions for information on whether your vehicle may be affected by the information.



**We Support
Vocational Technician
Certification**

<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: <Insert Defect paragraph(s) from bulletin - Remove RPO & VIN code references - most customers do not understand what they represent>

What Will Be Done: <Insert Remedy paragraph(s) from bulletin - Change language as needed to reflect that letter is directed to customer (i.e. "Dealers are to..." should read "Your dealer will...", etc.>. This service will be performed for you at no charge.

How Long Will The Repair Take? This <inspection and service correction or service correction> will take approximately <insert labor time rounded up to next higher 5 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 <Division> 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.<remove this if no parts required> 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)
Buick	1-888-808-8080	1-800-832-8425
Cadillac	1-888-962-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-888-996-9463	1-800-462-8583
Pontiac	1-800-620-7668	1-800-833-7668
Oldsmobile	1-800-630-6537	1-800-833-6537
Hummer	1-888-964-9663	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GMCT	1-800-862-4389	

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.

Customer Reimbursement: <Use this section only when applicable>The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for this condition.

Courtesy Transportation: <Use this section only when applicable>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-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
04XXX