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OFFICE OF SAFETY INVESTIGATIONS  
NHTSA

July 1, 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

04V-320  
(15 pages)

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 Express and GMC Savana model vehicles.

573.6(c)(1): Chevrolet and GMC Division 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 Express and GMC Savana vehicles. Some vehicles were built with a transmission shift cable that may allow the transmission indicator (PRNDL) to indicate a different gear selected than the transmission is in. If this condition occurred while a vehicle is resting on an uneven surface, the vehicle could roll away after the driver has exited the vehicle.

573.6(c)(6): On May 24, 2004, a production operator at Wentzville Assembly observed that a vehicle continued to move after placing the vehicle into park. The GM Reliability Engineer notified Teleflex Quality Engineering that a transmission shift cable assembly had separated. Teleflex sent people to Wentzville Assembly to investigate the issue and support the containment process. By June 1, 2004, containment at Wentzville was complete and breakpoints were established.

The investigation by Teleflex determined the depth of the retention grooves in the transmission cable conduit on the suspect parts (Julian Date Codes 129-139) were inconsistent, which reduced the retention capability between the transmission shift cable assembly's molded-end fitting that attaches to its steering column support bracket and the transmission shift cable conduit that attaches to the transmission. On June 7, 2004, Teleflex determined that molding temperature was the main factor controlling groove quality. Additionally, Teleflex's set-up at their test station allowed the suspect cables to pass without detection.

On June 10, 2004, Product Investigations was requested to supply an effect on vehicle performance. The issue was presented to the FPE Director on June 17, 2004. On June 22, 2004, clarification of the effect on vehicle performance was provided to the FPE Director. The GMNA Senior Management Committee reviewed the issue and on June 28, 2004, the Field Action Decision Committee decided to conduct a safety recall.

573.6(c)(8): Dealers will inspect and replace the transmission shift cable assemblies on the involved vehicles as necessary.

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.



Letter to Mr. K. N. Weinstein  
2159-04081  
July 1, 2004  
Page 2

573.8(c)(8): 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  
Director  
Product Investigations

2159 - 04081  
Attachments

**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	1,340	05/18/2004	05/25/2004	Express	31%
GMC	G Van	2004	452	05/18/2004	05/25/2004	Savana	31%
		GM Total:	1,792				



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT: TRANSMISSION SHIFT CABLE SEPARATION**

**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 a defect, which relates to motor vehicle safety, exists in certain 2004 model year Chevrolet Express and GMC Savana vehicles. These vehicles were built with a transmission shift cable assembly that may separate. If the cable assembly separates, the transmission shift lever position and the transmission indicator (PRNDL) may no longer correlate. The transmission indicator (PRNDL), however, will always indicate the actual transmission gear, or PARK, regardless of the shift lever position. With this condition, the driver may believe that they have shifted into another gear but the transmission will remain in the last gear selected. If this were to occur, the vehicle may move in a direction not anticipated by the driver, or if the driver put the vehicle in PARK and the vehicle is on an uneven surface, the vehicle could roll away after the driver has exited the vehicle, resulting in a possible vehicle crash without prior warning.

Until the vehicle is repaired, the driver should always check the position of the transmission indicator (PRNDL) when changing transmission gears and when parking the vehicle.

### CORRECTION

Dealers are to inspect the transmission shift cable assembly, and if necessary, replace it.

**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	41221180	41232402
2004	GMC	Savana	41219342	41232362

**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.

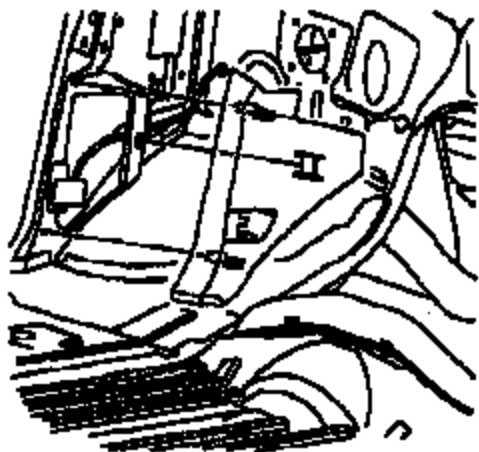
Part Number	Description	Quantity/Vehicle
15130487	Cable, A/Tms Range Sel Lvr	1 (If Req'd.)

**SERVICE PROCEDURE**

The following procedure provides instructions for inspecting, and if necessary, replacing the automatic transmission gear shift cable.

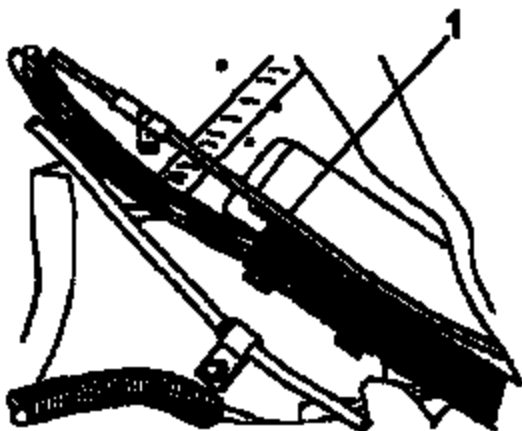
**Inspection**

1. Open the driver's door.



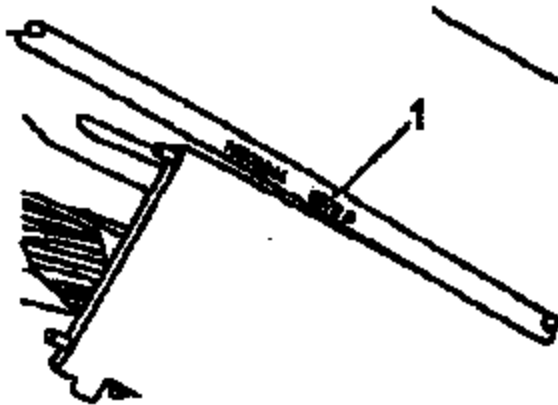
163062

2. Gently pull the hinge pillar trim panel to release the retaining clips.



163066

3. Pull the driver's side carpet down and rearward to expose the floor pan, transmission, and shift cable (1).

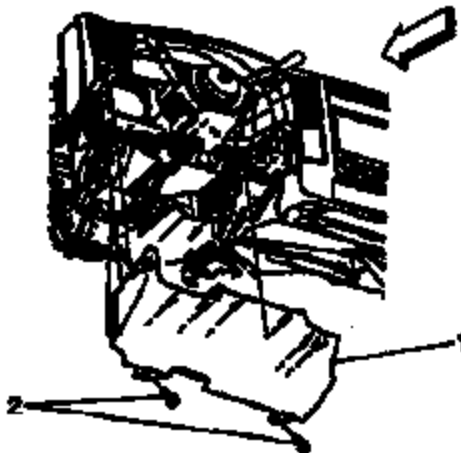


1530904

4. Locate the date code (1) printed on the shift cable as shown. The code follows a part number also printed on the cable.
  - o If the cable has a date code that is 4129 through 4139, the cable **MUST** be replaced. Proceed to the section title, "Shift Cable Replacement."
  - o If the cable has a date code before 4129 or after 4139, the cable does **NOT** need to be replaced and no further action is required. Reinstall the carpet and hinge pillar trim panel.

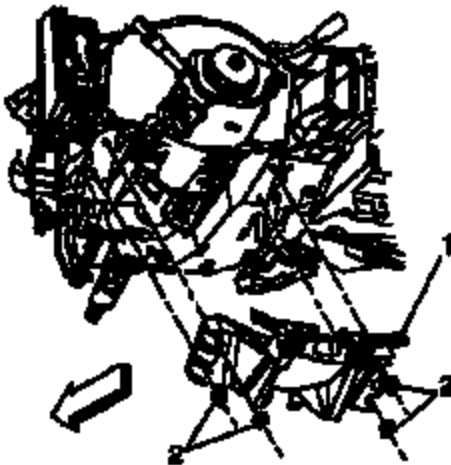
**Shift Cable Replacement**

1. Remove the AIR BAG fuse from the fuse block.



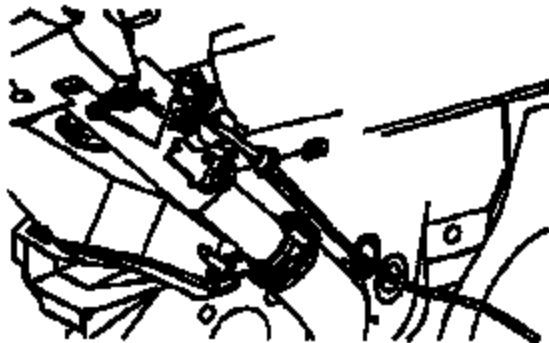
836467

2. Remove the two screws (2), release the six retaining clips, and remove the driver's side knee bolster trim panel (1).



850485

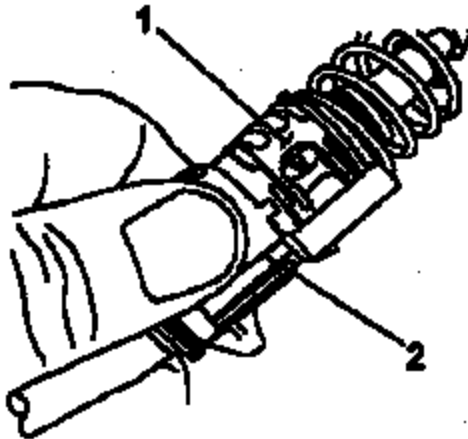
3. Remove the four nuts (2) for the driver's knee bolster (1).
4. If equipped, remove the OnStar module bracket screws and reposition the module.
5. Remove the driver's knee bolster.
6. Pull the cable off of the ball stud on the column lever.



785121

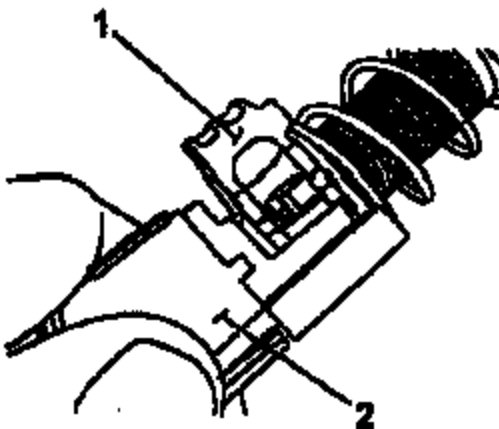
7. Remove the clip and squeeze the two tabs inward to remove the cable from the bracket on the column.
8. Release the cable retainer from the floor pan.
9. Release the cable grommet from the floor pan and push the complete cable through the opening in the floor.
10. Raise the vehicle on a suitable hoist and support as necessary.
11. Move the lever on the side of the transmission to a low gear.





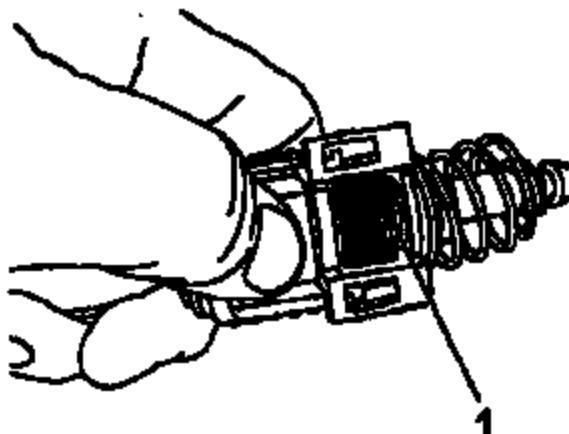
1533109

12. Pull (slide) the white cover (2) on the shift cable back to expose the natural colored lock (1)



1533101

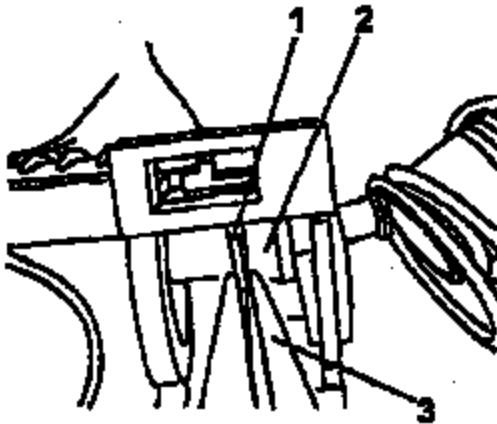
13. While holding the white cover (2) back, place a small flat-bladed screwdriver under the lock ramp located at the top of the lock (1) and pry the lock up.



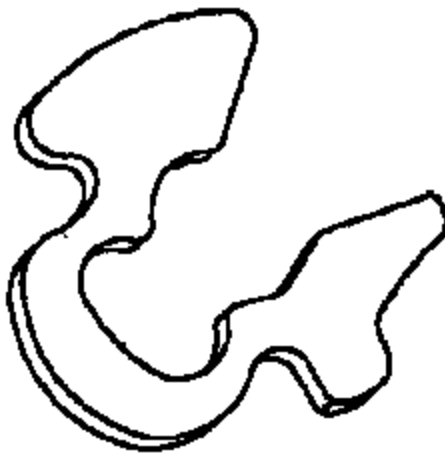
1533100

14. Turn the adjuster so that you can see the threaded section (1) of the lower cable inside the adjuster.

15. Pull the threaded section of the lower cable out of the upper cable. The inner lower cable will not disengage at this point.



1588098



1588104

**Important**

The illustration above shows the clip being removed in the next step and is for reference purposes only.

**Important**

Because the small metal clip may break during removal in the next step, the new cable comes with a new metal clip already installed. It is not necessary to remove the small metal clip from the NEW cable.

16. Once the threaded section of the lower cable has been pulled out, you should see the small metal clip (1) that attaches the inner cables (2) together. While holding the white cover back and using a pair of long-nose pliers (3), grasp and pull off the small metal clip through the opening in the cable connector and discard the clip.
17. Separate the upper cable from the lower cable and remove the upper cable from the vehicle.
18. From under the vehicle, push the new cable up through the opening in the floor.

19. Slide the cover back and pry the lock up the same way as was done on the original cable a few steps ago.
20. Connect the lower inner metal cable to the upper inner metal cable. When properly engaged, the small metal clip will be locked in the groove in the lower inner metal cable and you should not be able to separate the cables at this time. **DO NOT ADJUST THE CABLE AT THIS TIME.**
21. Move the transmission lever to the PARK position.
22. Lower the vehicle.
23. Route the cable, attach the retainer to the floor pan, and install the grommet.
24. Position the cable and engage the plastic spring clips in the column bracket. Install the retaining clip.
25. Attach the cable to the ball stud on the column lever.
26. Verify that the shift lever is still in PARK.
27. Raise the vehicle.
28. With both the shift lever and the transmission in PARK, push the threaded section of the lower cable inside of the upper cable as far as it will go (the blue spring will be fully compressed) and then release it. The cable should spring back and be adjusted at this point.
29. Press the lock downward to engage and lock the threads of the lower cable in place.

#### **Important**

If the white cover does not conceal the lock, the shift cable must be re-adjusted. If all the gear positions cannot be achieved, the shift cable must be re-adjusted.

30. Release the white cover. If the lock is fully seated, the white cover should slide completely over the lock when released.
31. Lower the vehicle.
32. Verify proper operation of the shift cable.
33. Install the driver's knee bolster. **Tighten**

Tighten the nuts to 10 N·m (88 lb in).

34. If equipped, install the OnStar module bracket screws. **Tighten**

Tighten the screws to 3 N·m (27 lb in).

35. Install the driver's side knee bolster trim panel, engage the six retaining clips and install the two screws. **Tighten**

Tighten the screws to 3.5 N·m (31 lb in).

36. Reposition the carpet.
37. Position the hinge pillar panel to the body and engage the retaining clips.
38. Install the AIR BAG fuse.

**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
Inspect Trans Shift Cable – No Further Action Req'd.	N/A	N/A	N/A	MA-96	V----	0.2*
Inspect & Replace Trans Shift Cable	1	—	**	MA-96	V----	0.6*
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 "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 the transmission shift cable 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.

### **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.



&lt;Month Of Mailing&gt;, 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 a defect, which relates to motor vehicle safety, exists in certain 2004 model year Chevrolet Express and GMC Savana vehicles. These vehicles were built with a transmission shift cable assembly that may separate. If the cable assembly separates, the transmission shift lever position and the transmission indicator (PRNDL) may no longer correlate. The transmission indicator (PRNDL), however, will always indicate the actual transmission gear, or PARK, regardless of the shift lever position. With this condition, the driver may believe that they have shifted into another gear but the transmission will remain in the last gear selected. If this were to occur, the vehicle may move in a direction not anticipated by the driver, or if the driver put the vehicle in PARK and the vehicle is on an uneven surface, the vehicle could roll away after the driver has exited the vehicle, resulting in a possible vehicle crash without prior warning.

Until the vehicle is repaired, the driver should always check the position of the transmission indicator (PRNDL) when changing transmission gears and when parking the vehicle.

**What Will Be Done:** Your GM dealer will inspect the transmission shift cable assembly, and if necessary, replace it. This service will be performed for you at no charge.

**How Long Will The Repair Take?** This inspection will take approximately 15 minutes. An additional 25 minutes will be required if the transmission shift cable assembly requires 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 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
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 1-888-327-4236.

**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.mygmilink.com](http://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