

GM SERVICE AND PARTS OPERATIONS
DCS1252
URGENT DISTRIBUTE IMMEDIATELY

Date: September 2, 2004

Subject: 04038 - NonCompliance Recall
Child Restraint Anchorage System

Models: 2003 Chevrolet Express
2003-2004 Chevrolet Silverado
2003 GMC Savana
2003-2004 GMC Sierra
Equipped with Compressed Natural Gas (CNG)
Fuel System (RPO KL8/KL6)

To: All Chevrolet and GMC Dealers

Attention: Service Manager, Parts Manager and Warranty Administrator

PRODUCT FIELD ACTION ANNOUNCEMENT

General Motors is announcing Noncompliance Recall 04038 today. The total number of vehicles involved is 736. Please see the attached bulletin for details.

Mailing Information

Customer notification letter mailing will begin on September 9, 2004.

GM Vehicle Inquiry System (GMVIS)

GMVIS information will be available on September 3, 2004.

Service Information System (SI)

Bulletin 04038 is scheduled to be available on September 3, 2004.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in GM DealerWorld on September 2, 2004.

**PLEASE DOUBLE CLICK ON THE ICON BELOW
THEN SINGLE CLICK ON THE LAUNCH BUTTON
TO VIEW OR PRINT THE BULLETIN**



04038 bulletin.pdf

END OF MESSAGE
GM SERVICE AND PARTS OPERATIONS



ADMINISTRATIVE MESSAGE

Message Author: Theresa Toccaceli/US/GM/GMC
Template Type: Standard
Author's VSSM
Division/Department:
Status: Forwarded
Message Date: 09/02/2004
Message Number: VSU20040275

Message Criteria/Information

Dealer Recipient Criteria:	Chevy GMC Dealers
Exclude BAC(s):	
Originating Dept:	SPO - Recalls, Joan Stone
Subject:	GMP04-145 - 04038 Child Restraint Anchorage System
Actionable Item:	_Information Only
Actionable Item Details:	
Contact Person: (for Wholesale)	Name: Joan M. Stone Phone: 810-606-4422 Email: Joan M. Stone/US/GM/GMC @ GM Fax:
Contact Person: (for Wholesale)	Name: Phone: Email: Fax:
Contact Person: (for Dealership)	Name: Joan M. Stone Phone: 810-606-4422 Email: Joan M. Stone/US/GM/GMC @ GM Fax:
Contact Person: (for Dealership)	Name: Phone: Email: Fax:
Functional Role(s): (Recommended Distribution):	Parts Manager

Message Categorization Information

Message Type:	GM Parts Bulletins & Information
Revision Reference:	

Message Retention

Release Date:	09/02/2004
Archive Date:	09/17/2004

Dealer Salutation: TO ALL CHEVROLET AND GMC DEALERS

DESCRIPTION:

- General Motors has decided that **certain** 2003 model year Chevrolet Express and GMC Savana vehicles, and 2003 and 2004 model year Chevrolet Silverado and GMC Sierra vehicles converted to compressed natural gas, fa to conform to Federal Motor Vehicle Safety Standard 225, Child Restraint Anchorage System. The Standard requires child seat lower anchorages in two seating positions for vehicles with three rear seating positions, and requires front passenger seat child seat lower anchorages in vehicles that are equipped with an air bag off switch. Some of these vehicles were built with three rear seating positions but with only one seat equipped with child restraint lower anchorages, or have an air bag off switch and no child restraint lower anchorage.
- Refer to Customer Satisfaction Program # 04038 for further information.

EFFECTIVE DATE:

Initial owner mailing is scheduled to begin **SEPTEMBER 9, 2004**.

GENERAL 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
88978375	Frame, P/Seat Bk Cush (bucket)	1 (If Req'd)
88978376	Frame, P/Seat Bk Cush (60/40)	1 (If Req'd)
15734687	Cover, Acryl Sw Opg (truck)	1 (If Req'd)
25730854	Cover, I/P Sw Tr Plt Hole (van)	1 (If Req'd)
15006352	Label, Infl Rst Sys Info (reg cab and vans)	1 (If Req'd)
12103620	Insulator, Acryl Display Cvr	1 (If Req'd)
12378533	Bonder Kit, Plastic (services 12 vehicles)	1 (If Req'd)

VSSM Library Fields

Do Not Send Message to VSSM Library

Does This Document Require Action from a Field Rep? Information

Intended Audience(s): Area Parts Manager, Field Zone Manager, Region-NC, Region-NE, Region-SC, Region-SE, Region-W, Regional Field Operations Manager, Regional Parts Manager

Involved Brand(s): Chevrolet--Express, GMC--Savana

Document Type(s): Parts

Expiration Date: 10/15/2004

Topic: GM Parts -- C, P-G 2003/2004 Express, Savana Child Restraint Anchorage System
GMP04-145/Noncompliance Recall #04038