

GM SERVICE AND PARTS OPERATIONS  
DCS1261  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 13, 2004

Subject: 04043A – Revised Product Safety Recall  
Lower Control Arm Washer

Models: 2004 Cadillac CTS, SRX and XLR  
2004 Chevrolet Corvette

To: All Cadillac and Chevrolet Dealers

Attention: Service Manager, Parts Manager and Warranty Administrator

**PRODUCT FIELD ACTION ANNOUNCEMENT**

Recall bulletin 04043A revises the Service Procedure to clarify the decision tree on Page 5, Step 5A and Page 6, Step 21A. Additionally, the tightening specification has also been revised on Page 7, Step 27 and Page 14, Step 13 to tighten the bolt, not the nut. This bulletin is scheduled to be available in the Service Information System (SI) on September 14, 2004.

**PLEASE DOUBLE CLICK ON THE ICON BELOW  
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04043A 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: 08/18/2004  
Message Number: VSU20040248

### Message Criteria/Information

Dealer Recipient Criteria:	Cadillac Chevy
Exclude BAC(s):	
Originating Dept:	SPO - Recalls, Joan Stone
Subject:	GMP04-130 - 04043 - Lower Control Arm Washer, Models: 2004 Cadillac CTS, SRX, XLR, and 2004 Chevrolet Corvette
Actionable Item:	Information Only
Actionable Item Details:	
Contact Person: (for Wholesale)	Name: Joan 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 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:	08/18/2004
Archive Date:	09/02/2004

Dealer Salutation: TO ALL CADILLAC AND CHEVROLET DEALERS

### DESCRIPTION:

#### **PRODUCT SAFETY RECALL #04043 - DATED: AUGUST 18, 2004**

- General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2004 model year Cadillac CTS, SRX, and XLR, and Chevrolet Corvette vehicles. Washers that are used along with nuts to attach the lower control arms were made of the wrong steel material. These washers may fracture and become loose or fall away from the vehicle, making it possible for the control arm to separate. If this were to occur on the front of the vehicle, the affected corner of the vehicle will drop and the affected wheel could tilt outward, creating a dragging action that would tend to slow the vehicle and turn it in the direction of the affected corner. The driver could maintain some steering control with the unaffected wheel, but vehicle control would be diminished. If the separation occurs at the rear of the vehicle (XLR and Corvette only), it could cause unexpected right or left lateral forces at the rear of the vehicle. Although steering of the front wheels would be unaffected, control of

vehicle direction would be impaired. Front or rear control arm separation may also reduce brake system performance and increase stopping distance. If these events occur and the driver is unable to react in time, a crash could occur.

- Dealers are to install a new nut and washer, and if required, replace the ball stud and/or steering knuckle.
- Refer to the Product Recall Bulletin for further information.

**EFFECTIVE DATE:**

Owner mailing is scheduled to begin August 25, 2004.

**GENERAL INFORMATION:**

The Parts list follows:

Part Number	Description	Quantity/Vehicle
10282253	Nut	2 or 4

**Note:** An initial supply of nuts required to complete this recall were pre-shipped to involved Dealers of record. This pre-shipment was made on August 12, 2004, and will service approximately 20% of each Dealer's involved vehicles. Pre-shipped parts will be charged to Dealer's open parts account.

Additional parts, if required, are to be obtained from General Motors Service & Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts.

**Important:** Less than 1% of the involved vehicle population is expected to require replacement of the lower control arm and knuckle. If the inspection indicates that replacement is required, contact a representative at the PQC at 1-866-654-7654, between the hours of 8:00 AM and 5:00 PM in each time zone in the continental U.S. (in Canada, Eastern to Pacific Time), Monday through Friday.

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**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):** Cadillac--CTS, Cadillac--SRX, Cadillac--XLR, Chevrolet--Corvette

**Document Type(s):** Parts

**Expiration Date:** 09/15/2004

**Topic:** GM Parts -- C, K 2004 CTS, SRX, XLR, Corvette Lower Control Arm Washer GMP04-130/Product Safety Recall Bulletin #04043