

Dealer TO: ALL CHEVROLET AND PONTIAC DEALERS

Salutation:

ATTENTION: SERVICE MANAGER, PARTS MANAGER AND WARRANTY ADMINISTRATOR

GM SERVICE AND PARTS OPERATIONS

DCS1215

URGENT - DISTRIBUTE IMMEDIATELY

Date: June 30, 2004

**Subject: 04049 / Product Safety Recall
Front Brake Caliper Bolt Torque**

**Models: 2004 Chevrolet Impala and Monte Carlo
2004 Pontiac Grand Prix**

To: All Chevrolet and Pontiac Dealers

Attention: Service Manager, Parts Manager and Warranty Administrator

General Motors recently announced Product Safety Recall 04049. This field action involves 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.

To correct this condition, dealers will remove, clean and reinstall both bolts to the specified torque. This repair will be performed at no cost to the customer.

There are approximately 51,000 vehicles involved. Customer notification letters are scheduled to be mailed on July 6, 2004.

Involved vehicle information is currently available in GMVIS.

Listed below are some anticipated questions and answers to assist in responding to customer inquiries.

Q1: What is the condition that prompted a safety recall?

A1: Some 2004 model year Chevrolet Impala and Monte Carlo, and Pontiac Grand Prix vehicles may have lower than specified torque on both front brake callipers to steering knuckle attachment bolts.

Q2: What might occur as a result of this condition?

A2: If one or both bolts attaching the caliper bracket to the knuckle is/are under-torqued, the clamp load at the joint may not be adequate to prevent movement between the caliper bracket and the knuckle. If one or both bolts backs out or fractures, it could affect braking and steering.

Q3: Why should we be concerned about this condition?

A3: Depending on whether one or both bolt 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 the brake hose, increased brake pedal travel, and reduced steering control.

Q4: Does this mean the driver has no steering control and ability to stop?

A4: The driver could have reduced steering control and could bring the vehicle to an emergency stop.

Q5: Have there been any reports of this condition?

A5: The Oshawa Car Assembly Plant reported one audit vehicle did not have sufficient torque on the caliper bolts. There have been no reports of incidents from dealers or customers.

Q6: Were there crashes, injuries, or fatalities related to this condition?

A6: There are no reports of crashes, injuries, or fatalities related to this condition.

Q7: What was the cause of the condition?

A7: Incorrect bearing bolt tools were installed in the caliper bolt station. The tools are very similar in appearance.

Q8: Where were these vehicles built?

A8: The vehicles involved in this recall were built at the GM assembly plants in Oshawa, Ontario.

Q9: What will GM do to correct this condition on the subject vehicles?

A9: Dealers will remove and clean the bolts. These bolts will be reinstalled and torqued to specification.

These repairs will be performed at no cost to the customers.

Q10: Are parts at the dealers, and can customers bring in their vehicles for repair right away?

A10: Other than some adhesive (threadlocker) to help retain the bolts, no parts are required to complete the repair. Customers should bring their vehicles to the dealers as soon as they receive their notification letters.

Q11: Is the vehicle safe to drive?

A11: The 2004 model-year Chevrolet Impala and Monte Carlo, and Pontiac Grand Prix vehicles involved in this recall meet all federal safety standards.

Q12: Why aren't the Buick models (Regal and Century) built in the Oshawa assembly plants involved in this recall?

A12: These vehicles have different steering knuckle assemblies and are not included in the recall population.

Please contact the GM Dealer Business Center at 1-888-414-6322

(Prompt #3) if you have questions about this message.

END OF MESSAGE

GM SERVICE AND PARTS OPERATIONS