

# RECALL BULLETIN



NO.:

03069

Non-Compliance

DATE:

December, 2003

CATEGORY TYPE:

Body & Accessories - 08

CATEGORY:

Body Control Module

## F/C MVSS NON-COMPLIANCE RECALL

**SUBJECT:** BODY CONTROL MODULE (BCM) CALIBRATION UPGRADE FOR  
RETAINED ACCESSORY POWER (RAP)

**YEAR and  
MODEL:** 2003 AND CERTAIN 2004 SATURN ION VEHICLES

**TO:** ALL SATURN RETAILERS AND AUTHORIZED SERVICE PROVIDERS

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 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 letter, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### CONDITION

Saturn has decided that 2003 and certain 2004 Saturn ION vehicles fail to conform to Federal Motor Vehicle Safety Standard 118, "Power-Operated Window, Partition, and Roof Panel Systems." The power windows and/or sunroof may be operable after the ignition has been turned to the "Off" position and the front passenger door is opened. If unsupervised children are left unattended in the vehicle and operate the power windows or sunroof, there is an increased risk of personal injury to the child.

### CORRECTION

To prevent the possibility of this condition occurring, Retailers will upgrade the Body Control Module (BCM) calibration.

*SATURN* 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 equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your *SATURN* Retailer for information on whether your vehicle may benefit from the information.

## **VEHICLES INVOLVED**

**2003 and certain 2004 model year Saturn ION vehicles within the following VIN range will require this recall.**

**3Z100001 - 3Z206278**

**4Z100001 - 4Z121302**

**You must verify recall involvement through your AS400 system. It is important to note that recall claims will only be paid on involved vehicles.**

## **OWNER NOTIFICATION**

**Owners of all involved vehicles located within areas covered by the US National Traffic and Motor Vehicle Safety Act will be notified of this recall by Saturn. (Refer to the owner letter included in this bulletin.)**

## **RETAILER RESPONSIBILITY**

**All unsold new vehicles in Retailers' 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.**

**Retailers 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.**

**Owners who have recently purchased vehicles sold from your vehicle inventory are to be contacted by the retailer and arrangements are to be made to make the required correction according to the procedure contained in this bulletin.**

**In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your retail facility 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.**

**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.**

## **TRANSFER OF RECALL RESPONSIBILITY**

Saturn vehicles that have been sold to you, which may be closer in proximity to another Saturn Retailer, may still appear on your Facility VIN Listing. If either you or the vehicle owner determines that it is more desirable for a vehicle on your Facility VIN Listing to be serviced by another Saturn Retailer, or if the customer's address has recently changed, recall responsibility may be transferred by completing the following:

- Submit a Recall Vehicle Action Report to your Customer Assistance Manager (CAM) at the Saturn Customer Assistance Center.

**-OR-**

- Submit an update in owner information to the Saturn Owner of Record system, via **SERVICELINE XL**, for Saturn Customer Assistance Center review and approval.

A copy of the Recall Vehicle Action Report is included for your reference. Additional copies can be ordered from Saturn Publications (1-800-828-2112, prompt 3, Item # S03 2002RVAR). All changes to recall responsibility will be reflected in your next Unfixed VIN Report.

All other changes in vehicle status (e.g., scrapped, stolen, etc.) are to be made in accordance with section 4.4.3 of the Retailer Service Policies & Procedures Manual, "Notifying Saturn of Vehicle Status Change."



# RECALL VEHICLE ACTION REPORT

VIN:	_____
RECALL NO(S):	_____
FACILITY CODE:	_____

### CHANGE VEHICLE STATUS TO (PLACE AND [X] IN THE APPROPRIATE SPACE):

<input type="checkbox"/> VEHICLE STOLEN	VEHICLE STOLEN:	_____
<input type="checkbox"/> VEHICLE SCRAPPED	POLICE RPT NO:	_____
<input type="checkbox"/> OWNER UNRESPONSIVE/UNREACHABLE	DATE SCRAPPED:	_____
<input type="checkbox"/> VEHICLE TRADED TO:	SUPPORTING	_____
RETAILERS NAME: _____	DOCUMENTATION:	_____
<input type="checkbox"/> VEHICLE EXPORTED	RETAILER CODE:	_____
	EXPORT DEST.:	_____

### CHANGE OF OWNERSHIP INFORMATION:

(OWNER FIRST NAME)	(LAST NAME)
(STREET ADDRESS)	
(CITY, STATE/COUNTRY, ZIP CODE)	

### COMMENTS:

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**THE ABOVE INFORMATION IS, TO THE BEST OF MY KNOWLEDGE, ACCURATE AND COMPLETE AS SHOWN, IN ACCORDANCE WITH THE RECALL REPORTING REQUIREMENTS UNDER FEDERAL MOTOR VEHICLE SAFETY STANDARDS.**

(AUTHORIZED RETAIL REPRESENTATIVE, TITLE)	(CUSTOMER ASSISTANCE MANAGER OR DESIGNEE)
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CUSTOMER ASSISTANCE MANAGER APPROVAL (YES/NO) \_\_\_\_\_

IF NO, REASON: \_\_\_\_\_

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WHEN COMPLETE:  
 RETAILER: SEND TO CUSTOMER ASSISTANCE MANAGER:  
 SATURN CUSTOMER ASSISTANCE CENTER  
 100 SATURN PARKWAY MAIL CODE: 371-999-824  
 SPRING HILL, TN 37174

CUSTOMER ASSISTANCE MANAGER: SEND APPROVED FORMS TO RECALL COMPLIANCE COORDINATOR.  
 SEND REJECTED FORMS, ALONG WITH REASON, BACK TO THE SUBMITTING RETAILER.

503 2002RVAR

## SUGGESTIONS FOR ENSURING CUSTOMER SATISFACTION

As you know, Saturn's success hinges upon our ability to execute superior customer support throughout the ownership experience, especially when important corrective actions such as this are required.

It is imperative that every effort is made to accommodate the affected owners. Additionally, priority should be given to customer vehicles over retail inventory vehicles. If you have any questions, please coordinate with the Saturn Customer Assistance Center to help ensure customer satisfaction.

## SERVICE PROCEDURE

1. Verify that Saturn Service Stall System software is version 12.0 2003 or newer. To determine software version, select "Help" from the top menu bar, then select "About TIS 2000." The dialog box that pops up will state the version of the software.

**IMPORTANT:** Verify that vehicle battery is fully charged before programming BCM.

**IMPORTANT:** When programming BCM, use Tech 2 Scan Tool along with J45289 CANdi Module and GM 3000098 black SAE 16/19 pin adapter. Do **NOT** use J41207-PROG2 red DLC programming adapter.

**IMPORTANT:** There is only one BCM calibration selection available.

2. Program BCM in the vehicle using "Replace and Reprogram" option on Saturn Service Stall System, following on-screen instructions. Refer to "BCM Programming" in the Service Programming System section of the Service Stall System (SSS)/Tech 2 User Guide for reprogramming procedures.

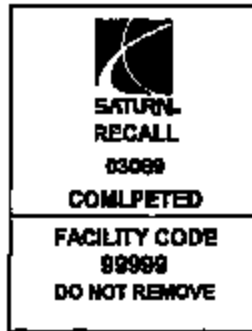
**IMPORTANT:** Performing Passlock™ relearn procedure is **NOT** necessary after reprogramming BCM.

3. Sit in driver's seat and shut driver's (left, front) door. Verify that all other doors are closed.
4. Turn key to ON position and turn radio on.
5. Turn key to OFF position.
6. Open passenger (right front) door.
  - If radio does not turn off, verify that Saturn Service Stall System software is version 12.0 2003 or newer and repeat Step 6.
  - If radio turns off, repair is complete. Proceed to Step 7.
7. Affix Recall Identification Label on a clean, dry surface of the radiator core support in an area clearly visible when the hood is raised. (For more information, refer to "RECALL IDENTIFICATION LABEL" in this bulletin.)

## RECALL IDENTIFICATION LABEL

Upon completion of the recall, a Recall Identification Label and Clear Protective Cover should be affixed on a clean, dry surface of the radiator core support in an area clearly visible when the hood is raised. Each label provides a space to print in ink (or type) the recall number (03069) and the five (5) digit facility code of the retailer performing the recall service.

## RECALL IDENTIFICATION LABEL



As a reminder, additional labels may be ordered from Saturn publications (1-800-828-2112, prompt 3, Item Number S03 00013A for the Recall Identification Label, and item number S03 00013B for the *Clear Protective Cover*).

## CREDIT

1. To receive credit, submit a claim with the information below:

<b>Repair Performed</b>	<b>Parts Allow.</b>	<b>Sale Type</b>	<b>Case Type</b>	<b>Labor Op.</b>	<b>Labor Hrs.</b>	<b>Admin. Hrs. *</b>
Reprogram Body Control Module (BCM)	N/A	WC	VC	V1098	0.3	0.1

2. Check your Saturn **SERVICELINE.XL** Claim Memorandum daily. Remember to code the claim as a WC sale type, and VC case type. Contact your field representative if you need assistance.
3. **All labor operations claimed in this bulletin must be submitted on individual (unrelated) CSO lines.** Refer to the Customer Service Order Preparation Manual for details on Product Recall Claim Submission.

\* Recall administration allowance



December, 2003

Dear Saturn Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Saturn has decided that 2003 and certain 2004 Saturn ION vehicles fail to conform to Federal Motor Vehicle Safety Standard 118, "Power-Operated Window, Partition, and Roof Panel Systems." The power windows and/or sunroof may be operable after the Ignition has been turned to the "Off" position and the front passenger door is opened. If unsupervised children are left unattended in the vehicle and operate the power windows or sunroof, there is an increased risk of personal injury to the child.

**What Saturn will do:**

To prevent the possibility of this condition occurring, Retailers will upgrade the Body Control Module (BCM) calibration. This service will be performed at no charge to you.

**What you should do:**

Contact your Saturn Retailer as soon as possible to arrange for the upgraded BCM software. This service will take about 30 minutes although some additional time may be required for paperwork and processing.

The enclosed reply card identifies your vehicle and will facilitate completion of the repairs when presented to your Saturn retail facility. If your address has changed, please provide the new information in the space provided. This will assist us in ensuring that all affected vehicles are corrected.

Your Retailer is prepared to perform this service promptly and with minimal inconvenience to you. However, if your car is provided to the Retailer on the agreed service date and the condition is not remedied on that date, or within a reasonable time, please contact the Saturn Customer Assistance Center at 1-800-972-8878 or for the hearing impaired, 1-800-833-6000. We will assist you and the Retailer in getting your car serviced.

If, after contacting your Saturn Retailer and the Saturn Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 7th St., SW, Washington, DC 20590, or call 1-888-327-4236.

Again, we sincerely regret any inconvenience or concern this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Saturn provides you many miles of enjoyable driving.

Sincerely,

Saturn Corporation  
03069