



# Recall Bulletin

File In Section: Product Recalls  
Bulletin No.: 03030B  
Date: June 2004



## PRODUCT SAFETY RECALL

**SUBJECT: REAR LIFTGATE LATCH ASSEMBLY**

**MODELS: 2002-2004 BUICK RENDEZVOUS**

**THIS BULLETIN IS BEING REVISED TO INCLUDE ALL 2003 VEHICLES AND CERTAIN 2004 VEHICLES.**

**DISCARD ALL COPIES OF BULLETIN 03030A, DATED OCTOBER 2003**

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in all 2002-2003 model year and certain 2004 model year Buick Rendezvous model vehicles. These vehicles were manufactured with a structural support at the latch attachment in the rear liftgate that may be inadequate to retain the latch to the liftgate in certain severe vehicle crash events. If the liftgate were to open in a vehicle crash, an occupant could be ejected from the vehicle resulting in increased risk of personal injury.

### CORRECTION

Dealers are to add structural reinforcements to the liftgate in the area adjoining the latch assembly.

### VEHICLES INVOLVED

Involved are all 2002-2003 model year and certain 2004 model year Buick Rendezvous vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2002	Buick	Rendezvous	2S500001	2S809118
2003	Buick	Rendezvous	3S500011	3S810198
2004	Buick	Rendezvous	4S500001	4S578451

**IMPORTANT:** Dealers should confirm vehicle eligibility through **GM VIS** (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 Pre-Ship Information** – For US and Canada

**Important:** An initial supply of liftgate lock kits required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of June 7, 2004, and will be 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. 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.

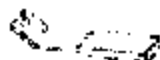
Part Number	Description	Quantity/Vehicle
10351118	L/Gate Lock Kit	1

**SERVICE PROCEDURE**

The following service procedure provides instructions for installing reinforcements to the rear liftgate and latch. All parts necessary to perform the installation are included in the kit. For additional information on trim removal, see the Body and Accessories section of the appropriate Service Manual or SI.

**Tools Required**

- J 38778 Door Trim Pad and Garnish Clip Remover

**Important**

Read the complete service procedure before beginning the repair.

Before beginning, open the liftgate lock kit and review the contents.

- (1) Outer Metal Strap
- (1) Inner Metal "Z" Strap
- (6) Rivets
- (3) Replacement Latch Screws
- (2) Bolts
- (1) Striker Shim

1. Open the rear liftgate.
2. Release the four latches that secure the access trim panel to the inside of the liftgate, and remove the panel.
3. On vehicles equipped with an inside pull strap, remove the two screws that attach it to the liftgate.
4. On vehicles equipped with a "pocket" on the bottom edge of the interior trim panel, remove the two screws at the opening.

**Notice**

Failure to follow the next step in the exact sequence that it is written may result in damage to the interior trim panel. Read the entire step BEFORE doing anything.

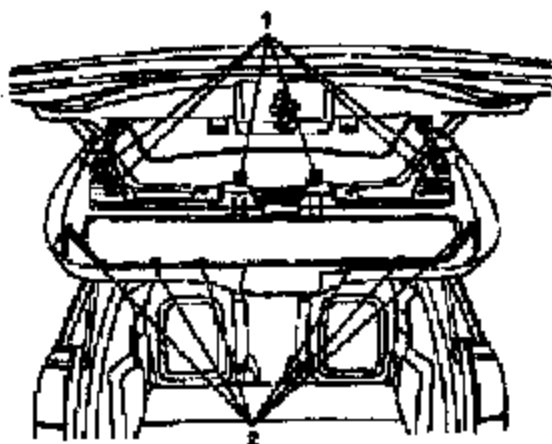
**Notice**

Using tools other than those listed or using excessive force will damage the interior trim panel.

5. Release the retaining clips that attach the bottom section of the interior trim panel to the liftgate and partially lower the panel.

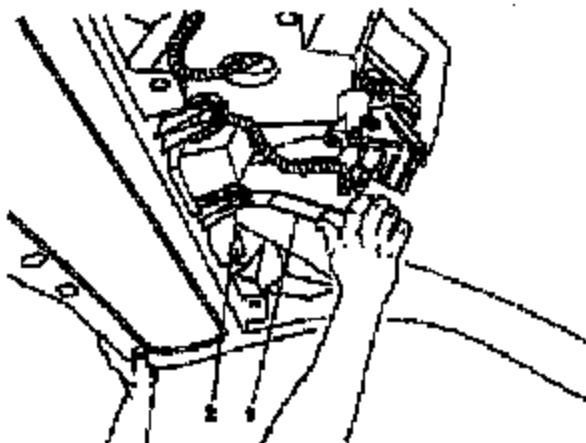
**Important**

The illustration below shows the location of the twelve fasteners in the bottom section of the trim panel.



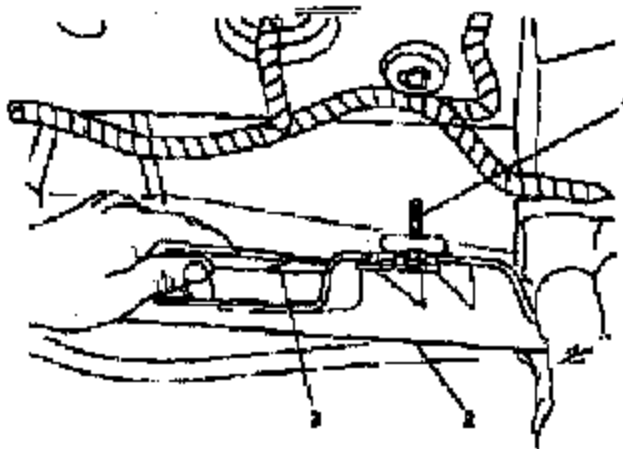
1375792

- 5.1 There are a total of twelve fasteners, six upper (1) and six lower (2), that must be released in order to "lower" the bottom section of the interior trim panel from the liftgate. The six upper retainers (1) must be released first.



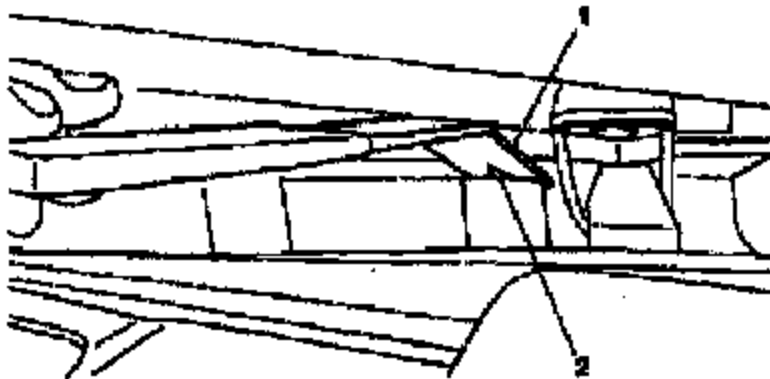
1386223

- 5.2 Using J 38778 (1), release the six upper retainers (2) from the liftgate. Do not attempt to release the six lower retainers until all of the upper retainers are released.



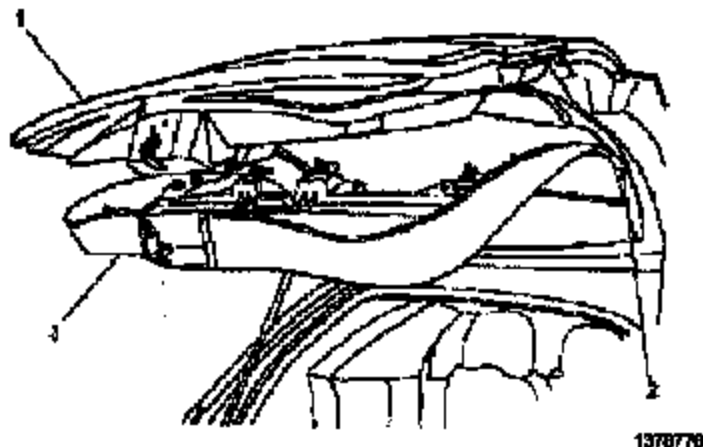
1388224

- 5.3 Once the six upper retainers (1) have been released, the interior trim panel (2) can be slightly pulled down in the middle to improve tool (3) access to the six lower retainers located down inside the panel.



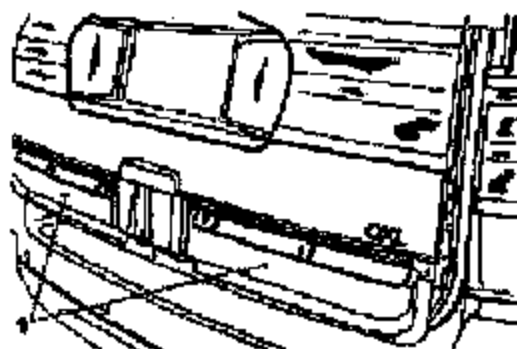
1388225

- 5.4 Starting in the middle of the panel and working toward the outer edge, use J 38778 (1) to release the three lower retainers (2) on the right side. Then repeat this step beginning in the middle and working toward the left side.

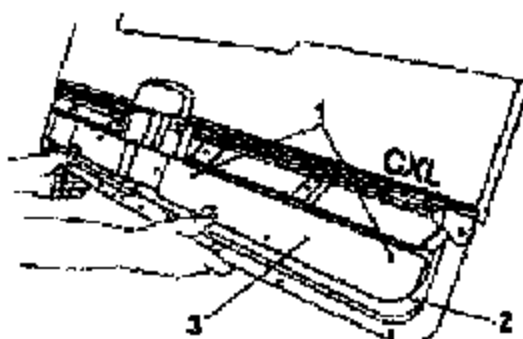
**Notice**

Do not allow the interior trim panel to "hang" for prolonged periods of time (lunch, breaks, overnight, etc.) after lowering it in the next step. Support the panel to the liftgate when necessary with strips of masking tape.

- 5.5 Carefully lower the bottom section of the interior trim panel (3) away from the liftgate (1) to access the small clear plastic water deflector in the next step. It is not necessary to release the retainer (2) located on each side of the liftgate glass or the retainers along the top (above the glass) of the panel.
6. Remove the small clear plastic water deflector that covers the opening in the liftgate for latch access.
7. Remove the three TORX® head screws that attach the latch to the liftgate and discard the screws.
8. Remove the latch from the liftgate and disconnect the electrical connection.
9. Remove the nine screws that attach the liftgate lower molding to the exterior of the liftgate. The nine screws can be found along the inside bottom edge of the liftgate.
10. Carefully release the retainers that attach the upper edge of the liftgate lower molding to the tail lamp/license plate located directly above it. Remove the molding.



11. Once the liftgate lower molding has been removed, the section (1) of the liftgate where the reinforcement is to be installed can be seen.

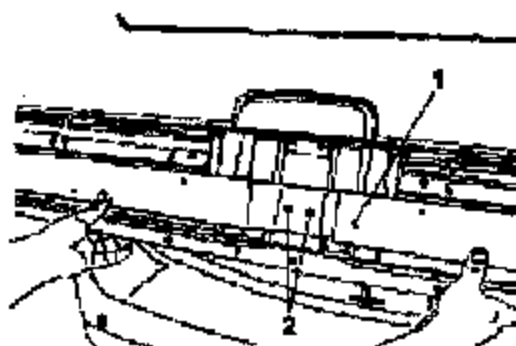


1357648

### Important

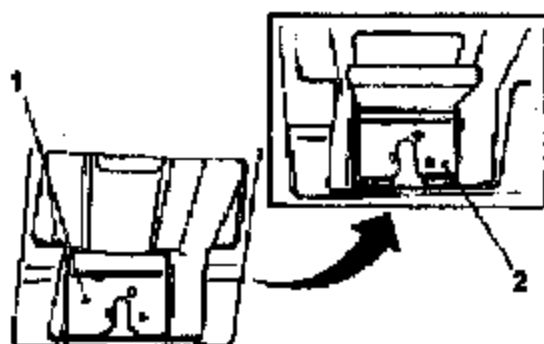
When the outer metal strap (3) is properly positioned in the next step, the curved corner on each end will align with the curved corners (2) on the liftgate. In addition, two of the three small holes (1) in each side of the strap will be upward.

12. Position the outer metal strap (3) to the outside of the liftgate as shown.



1357650

13. While holding the outer metal strap (1) in position, mark the location of the two holes (2) in the center of the strap on the liftgate with a pencil. Remove the outer metal strap.
14. Using a 5/16 Inch drill bit, drill holes in the liftgate at the two locations marked in the previous step.
15. Position the outer metal strap to the liftgate and hold it in place with a couple of pieces of masking tape.



1337361

**Important**

The above illustration shows the inside of the liftgate with the latch removed (1) and with the inner metal "Z" strap (2) installed.

16. Install the inner metal "Z" strap (2) as shown inside the opening in the liftgate where the latch is located.
17. While holding the "Z" strap in position, install the two bolts through the holes of the outer metal strap, the liftgate, and into the weld nuts on the "Z" strap. Align the outer metal strap to the liftgate. **Tighten**

Tighten the bolts to 10 N·m (89 lb in).

**Important**

Before making the holes in the next step, make sure that each section of the outer metal strap is flush to the liftgate. Starting at the center, apply pressure to the right side of the strap, working your way outwards towards the end. As you pass each hole, mark its location on the liftgate with the pencil. Repeat this procedure on the left side of the strap.

18. Using a pencil, mark the location of the remaining six holes in the outer metal strap.
19. Using a 3/16 inch drill bit, drill holes in the liftgate at the six locations marked in the previous step.

**Important**

A standard type rivet gun will be required for installing the rivets in the next step.

20. Beginning on the right side of the outer metal strap, and using the rivets supplied in the kit, attach the strap to the liftgate at the three drilled holes in the order listed below.
  1. Inboard rivet
  2. Center rivet
  3. Outboard rivet

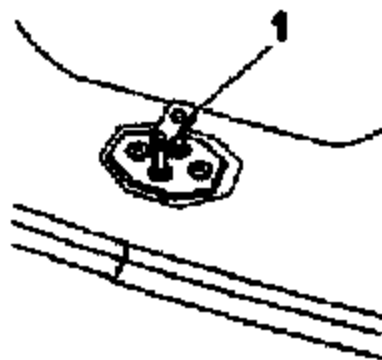


21. Repeat riveting sequence on the left side of the outer metal strap.
22. Remove the masking tape.

23. Connect the electrical connectors to the latch and install the assembly back inside the opening in the liftgate. Install the three new bolts supplied in the kit. **Tighten**

Tighten to 10 N·m (89 lb in).

24. Reposition the clear plastic water deflector over the opening.



1357552

25. Remove the striker (1) for the liftgate latch from the body.

**Important**

The purpose of installing the shim to the striker in the next step is to compensate for the thickness of the "Z" strap installed between the latch and the liftgate.

26. Install the shim included in the kit between the body and the striker.  
27. Reinstall the bolts. **Tighten**

Tighten to 25 N·m (18 lb ft).

28. Position the liftgate lower molding to the exterior of the liftgate and engage the retainers along the upper edge.  
29. Install the nine attaching screws along the inside bottom edge. **Tighten**

Tighten to 2 N·m (18 lb in).

30. Position the interior trim panel to the liftgate and engage the retaining clips.  
31. On vehicles equipped with an inside pull strap, position the strap to the interior trim panel and install the two screws. **Tighten**

Tighten to 2 N·m (18 lb in).

32. On vehicles equipped with a "pocket" on the bottom edge of the interior trim panel, install the two screws at the opening. **Tighten**

Tighten to 2 N·m (18 lb in).

33. Install the access trim panel to the inside of the liftgate, and secure the four latches.
34. Close the liftgate and verify latch operation.

### **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
Install Liftgate Lock Kit	1	—	**	MA-98	V1028	0.8*
Courtesy Transportation	N/A	N/A	N/A	MA-98	***	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 liftgate lock kit 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.

Old 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 tools, equipment, 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 dealer/retailer for information on whether your vehicle may benefit from the information.



We Support  
Voluntary  
Technician  
Certification

June 2004

**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 all 2002 and 2003 model year and certain 2004 model year Buick Rendezvous model vehicles. These vehicles were manufactured with a structural support at the latch attachment in the rear liftgate that may be inadequate to retain the latch to the liftgate in certain severe vehicle crash events. If the liftgate were to open in a vehicle crash, an occupant could be ejected from the vehicle resulting in increased risk of personal injury.

**What Will Be Done:** Your GM dealer will add structural reinforcements to the liftgate in the area adjoining the latch assembly. This service will be performed for you at no charge.

**How Long Will The Repair Take?** This service correction will take approximately 40 minutes. 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 Centers hours of operation are 8:00 AM – 11:00 PM, EST, Monday through Friday.

Division	Number	Text Telephones (TTY)
Buick	1-866-808-8080	1-800-832-8425
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.mygmlink.com](http://www.mygmlink.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  
03030