



Recall Bulletin

File In Section: Product Recalls
Bulletin No.: 04027
Date: May 2004



PRODUCT SAFETY RECALL

SUBJECT: DRIVER'S SAFETY BELT ANCHORAGE

MODELS: 2004 CHEVROLET MALIBU AND MALIBU MAXX

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 model year Chevrolet Malibu and Malibu Maxx vehicles. A Malibu was tested recently in a government 38.8 mph (62.4 km/h) side impact test. Analysis of the results indicated that during a side impact the outboard anchorage of the driver's safety belt could disconnect because of contact between the seat trim and the anchorage connector when the seat is adjusted to its lowest position. If this were to occur, the driver will no longer be properly restrained, increasing the risk of injury.

CORRECTION

To prevent the possibility of this occurring, dealers are to install a retainer in the front safety belt connectors.

VEHICLES INVOLVED

Involved are certain 2004 model year Chevrolet Malibu and Malibu Maxx vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2004	Chevrolet	Malibu	4F100001	4F207646
2004	Chevrolet	Malibu Maxx	4F100161	4F207644

IMPORTANT: Dealers should confirm vehicle eligibility through **GMVIS** (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: 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.

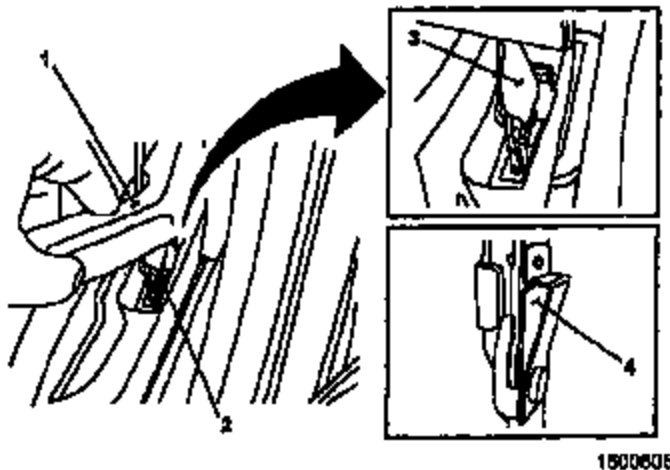
PARTS INFORMATION

Important: Due to the availability of the retainers that are required for this recall, retainers will be pre-shipped to dealers in phases, as they become available, beginning the week of May 3, 2004. **DO NOT ORDER PARTS FROM GMSPO AT THIS TIME. ALL ORDERS WILL BE CANCELED UNTIL SUFFICIENT PARTS ARE AVAILABLE.** When sufficient parts are available, dealers will be notified and will be able to place orders.

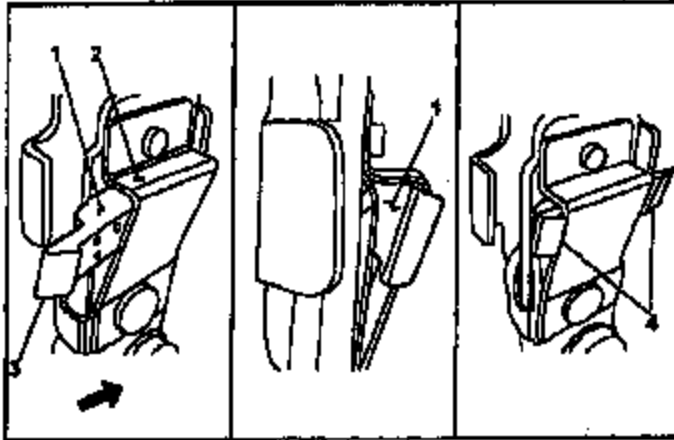
Part Number	Description	Quantity/Vehicle
10388869	Retainer – D/Seat Belt Retr Anc Pit	2

SERVICE PROCEDURE

The following procedure provides instructions for installing a plastic retainer in the seat belt connector on both the driver and front seat passenger seat belt lower webbing attachment point.



1. Open the driver's door and locate the seat belt webbing (3) lower attachment point (2) directly below and inboard of the seat recliner handle (1).
2. Raise the seat recliner handle to access the opening in the seat belt connector (4).



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Important

Visually inspect the retainer (3) and note the taper on the backside. The wider portion of the retainer (1) must be at the top (2) of the seat belt connector when installing.

3. Using long nose pliers, install one plastic retainer in the opening in the seat belt connector as shown.
 - o When properly installed, the wider portion of the retainer (1) will be at the top and a snap type sound will be heard when the locking feature (4) on each end of the retainer engage the edges of the seat belt connector.
4. Repeat this procedure on the right front passenger seat belt connector.

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 Retainers	2	—	**	MA-96	V1152	0.2 *
Courtesy Transportation	N/A	N/A	N/A	MA-96	***	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 GMSPD Dealer net price plus applicable Mark-Up for the retainers 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

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

DEALER RECALL RESPONSIBILITY – For US

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/repared 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 those 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 distributor for information on whether your vehicle may benefit from the information.



We Support
Vehicular
Technician
Certification

May 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 certain 2004 model year Chevrolet Malibu and Malibu Maxx vehicles. A Malibu was tested recently in a government 38.8 mph (62.4 km/h) side impact test. Analysis of the results indicated that during a side impact the outboard anchorage of the driver's safety belt could disconnect because of contact between the seat trim and the anchorage connector when the seat is adjusted to its lowest position. If this were to occur, the driver will no longer be properly restrained, increasing the risk of injury.

What Will Be Done: To prevent the possibility of this occurring, your GM dealer will install a retainer in the front safety belt connectors. This service will be performed for you at no charge.

How Long Will The Repair Take? This service correction will take approximately 15 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 Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-830-2438	1-800-833-2438
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 attached and mailing it in the postage paid envelope.

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, 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
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