



Recall Bulletin

File In Section: Product Recalls
Bulletin No.: 04025
Date: May 2004



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: SEAT BELT BUCKLE COMPLIANCE

**MODELS: 2004 CHEVROLET EXPRESS
2004 GMC SAVANA**

CONDITION

General Motors has decided that certain 2004 model year Chevrolet Express and GMC Savana vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 209, Seat Belt Assemblies. These vehicles may have been produced with seat belt buckle assemblies containing a latch with a brittle condition that could cause the assemblies to fail the strength tests specified in the standard. As a result, the safety belt may not restrain the occupant as intended during a crash and could result in injury to the occupant.

CORRECTION

Dealers are to replace all of the safety belt buckles.

VEHICLES INVOLVED

Involved are certain 2004 model year Chevrolet Express and GMC Savana vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2004	Chevrolet	Express	41202898	41210297
2004	GMC	Savana	41198481	41911679

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 & 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 required to complete this recall 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.

(See the table on the next page for part usage)

Part Number	Description	Quantity/Vehicle
88955369	Belt Kit, D/Seat (Bkl Si) (Neutral)	As Req'd.
88955370	Belt Kit, D/Seat (Bkl Si) (Pewter)	As Req'd.
88955371	Belt Kit, P/Seat (Bkl Si) (Neutral)	As Req'd.
88955372	Belt Kit, P/Seat, (Bkl Si) (Pewter)	As Req'd.
88955353	Belt Kit, R/Seat (Bkl Si) (Neutral)	As Req'd.
88955354	Belt Kit, R/Seat (Bkl Si) (Pewter)	As Req'd.
88955363	Belt Kit, R/Seat (Bkl Si) (Neutral)	As Req'd.
88955364	Belt Kit, R/Seat (Bkl Si) (Pewter)	As Req'd.
88955357	Belt Kit, R/Seat #2 Ctr (Bkl Si) (Neutral)	As Req'd.
88955358	Belt Kit, R/Seat #2 Ctr (Bkl Si) (Pewter)	As Req'd.
88956371	Belt Kit, R/Seat #2 Ctr (Bkl Si) (Neutral)	As Req'd.
88956372	Belt Kit, R/Seat #2 Ctr (Bkl Si) (Pewter)	As Req'd.
88956342	Belt Kit, R/Seat #2 Ctr (Bkl Si) (Neutral)	As Req'd.
88956343	Belt Kit, R/Seat #2 Ctr (Bkl Si) (Pewter)	As Req'd.

RPO	Description	Part Numbers											
		Front Row		2 nd Row		3 rd Row		4 th Row			5 th Row		
		Driver	Passenger	Dual	Single	Dual	Single	Dual	Single	Single R/H	Dual	Single Center	Single R/H
ZX1 & 93I	Driver Seat Only	88955370											
ZX2 & 62I	Driver & Passenger Only	88955369	88955371										
ZX2 & 93I	Driver & Passenger Only	88955370	88955372										
ZP0 & 62I	Temp. Driver & Passenger	88955369	88955371										
ZP0 & 93I	Temp Driver & Passenger	88955370	88955372										
ZP6 & 62I	8 Passenger	88955369	88955371	88955353	88955363	88955357	88955371						
ZP6 & 93I	8 Passenger	88955370	88955372	88955354	88955364	88955356	88955372						
ZX5 & 93I	12 Passenger	88955370	88955372	88955364	88955364	88955358	88955372	88955358	88955343	88955343			
ZP3 & 62I	16 Passenger	88955369	88955371	88955359	88955363	88955357	88955371	88955357	88955371		88955357	88955342	88955342
ZP3 & 93I	15 Passenger	88955370	88955372	88955364	88955364	88955358	88955372	88955358	88955372		88955358	88955343	88955343

SERVICE PROCEDURE

Seat Belt Buckle Replacement - Front



158306

1. Remove the bolt cover from the base of the driver's seat belt buckle.
2. Remove the seat belt buckle retaining bolt from the seat.

Important

In order to remove a driver's seat belt buckle there is an electrical connector that must be disconnected and a wiring harness that needs to be routed out from under the seat assembly in the next step. This wiring harness is not used on the right front passenger seat.

3. Disconnect the electrical connector from the seat belt buckle wiring harness and route the wiring harness out from under the seat.
4. Remove the seat belt buckle from the seat.
5. Position the new seat belt buckle to the seat.
6. Route the new wiring harness under the seat and connect the electrical connector.

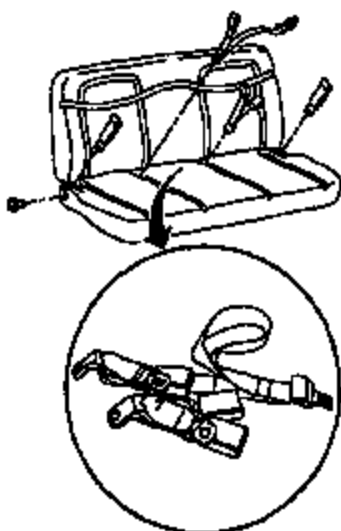
Notice

Use the correct fastener in the correct location. Replacement fasteners must be the correct part number for that application. Fasteners requiring replacement or fasteners requiring the use of thread locking compound or sealant are identified in the service procedure. Do not use paints, lubricants, or corrosion inhibitors on fasteners or fastener joint surfaces unless specified. These coatings affect fastener torque and joint clamping force and may damage the fastener. Use the correct tightening sequence and specifications when installing fasteners in order to avoid damage to parts and systems.

7. Install the seat belt buckle retaining bolt to the seat. **Tighten**

Tighten the seat belt buckle retaining bolt to 52 N·m (38 lb ft).

8. Install the cover over the bolt on the seat belt buckle.
9. Repeat procedure on the passenger side, if applicable.

Seat Belt Buckle Replacement - Rear Bench Seats

551179

1. Move the front seats to the full forward position.
2. Release the bench seat from the floor. If necessary see the vehicle owner's manual for additional information.
 - a. Locate the two pins located on the Inboard sides of the bench seat. If the vehicle has floor mats, the pins will be located under a flap that has been cut into the mat. The driver's side pin has a gray cap with a black "L" marked on it. The passenger's side pin has a black cap with a white "R" marked on it.
 - b. Pull the pin handle up to disengage the pin from the retaining clip, and then pull the pin out.
 - c. Repeat this procedure on the other pin.
 - d. Pull the seat rearward about 50 mm (2 in) and then lift the seat from the floor rails.
3. Reposition (tilt) the bench seat forward in the vehicle to improve access to the lower rear backside of the seat.
4. Release the J-strip(s) and hook and loop fastener(s) from under the rear of the seat cushion.

Important

Depending on the seating location, the seat belt buckle being changed may be attached to another buckle or a center lap belt with a bushing. The new buckle being installed at that seating location will also have the other buckles or lap belts already attached. Therefore, it is not necessary to remove the bushing (separate the buckles or lap belts).

5. Remove the bolt attaching the seat belt buckle(s) to the seat frame.
6. Route the seat belt buckle(s) being changed through the opening between the seat cushion and seatback.
7. Install the new seat belt buckle assembly through the opening between the seat cushion and the seatback.

Notice

Use the correct fastener in the correct location. Replacement fasteners must be the correct part number for that application. Fasteners requiring replacement or fasteners requiring the use of thread locking compound or sealant are identified in the service procedure. Do not use paints, lubricants, or corrosion inhibitors on fasteners or fastener joint surfaces unless specified. These coatings affect fastener torque and joint clamping force and may damage the fastener. Use the correct tightening sequence and specifications when installing fasteners in order to avoid damage to parts and systems.

8. Install the seat belt buckle retaining bolt to the seat frame. Tighten

Tighten the seat belt buckle retaining bolt to 40 N·m (30 lb ft).

9. Repeat steps 5-8 on the remaining buckles being replaced on that bench seat assembly.**10. Re-attach the J-strips under the seat and secure the hook and loop fasteners.****11. Repeat steps 2-10 on any other bench seats.****12. Install all bench seats to the floor.**

- o Position the seat into the open slots in both rails in the floor.
- o Push the seat forward in the rail, hooking both seat bases onto the pins inside of the rails.
- o Locate the hole in the rail for the locking pin.
- o Insert the correct locking pin into the seat base and push the seat to line up the pin with the base. The pin with the black cap marked "R" must be installed on the passenger's side and the pin with the gray cap marked "L" on the driver's side.
- o Push the pin down until it is in the retaining clip.
- o If the vehicle has a floor mat, put the flap back to its original position.

13. Move the front seats back to their original positions.**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

REPAIR PERFORMED	PART COUNT	PART NO.	PARTS ALLOW	CC-FC	LABOR OP	* LABOR HOURS
Replace Seat Belt Buckle		--	**	MA-98	V1151	
▪ Front Seat(s) Only	1 or 2					0.2
• 8 Passenger Van	6					0.5
• 12 Passenger Van	9					0.8
▪ 15 Passenger Van	11					0.9
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 seat belt(s) 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.

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.

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.



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 certain 2004 model year Chevrolet Express and GMC Savana vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 209, Seat Belt Assemblies. These vehicles may have been produced with seat belt buckle assemblies containing a latch with a brittle condition that could cause the assemblies to fail the strength tests specified in the standard. As a result, the safety belt may not restrain the occupant as intended during a crash and could result in injury to the occupant.

What Will Be Done: Your GM dealer will replace all of the safety belt buckles in your vehicle. This service will be performed for you at **no charge**.

How Long Will The Repair Take? This service correction will take approximately 15 to 55 minutes, depending on the number of seat belt buckles that will require replacement. 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 between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. The telephone numbers are provided below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-998-9463	1-800-462-8583
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.mygmllink.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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