

GM SERVICE AND PARTS OPERATIONS  
DCS1244  
URGENT DISTRIBUTE IMMEDIATELY

Date: August 20, 2004

Subject: 04048 Product Safety Recall  
Electronically Controlled Air Suspension/Powertrain Control Module

Models: 2002 GMC Envoy  
2002 Oldsmobile Bravada  
Equipped with Electronically Controlled Air Suspension (RPO G67)

To: All GMC and Olds Dealers

Attention: Service Manager, Parts Manager and Warranty Administrator

**PRODUCT FIELD ACTION ANNOUNCEMENT**

General Motors is announcing Product Safety Recall 04048 today. The total number of vehicles involved is 29,951. Please see the attached bulletin for details.

**Mailing Information**

Customer notification letter mailing will begin on August 27, 2004.

**GM Vehicle Inquiry System (GMVIS)**

GMVIS information will be available on August 23, 2004.

**Service Information System (SI)**

Bulletin 04048 is scheduled to be available on August 23, 2004.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available in GM DealerWorld on August 20, 2004.

**PLEASE DOUBLE CLICK ON THE ICON BELOW  
THEN SINGLE CLICK ON THE LAUNCH BUTTON  
TO VIEW OR PRINT THE BULLETIN**



04048 bulletin.pdf

END OF MESSAGE  
GM SERVICE AND PARTS OPERATIONS



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT: ELECTRONICALLY CONTROLLED AIR SUSPENSION/POWERTRAIN CONTROL MODULE**

**MODELS: 2002 GMC ENVOY  
2002 OLDSMOBILE BRAVADA  
EQUIPPED WITH ELECTRONICALLY CONTROLLED AIR SUSPENSION (RPO G67)**

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2002 model year GMC Envoy and Oldsmobile Bravada vehicles equipped with an electronically controlled air suspension (ECAS) (RPO G67). Some of these vehicles have a condition in which the ECAS may produce a brief electrical spike while the vehicle is operating. This electrical spike can disrupt the powertrain control module (PCM) causing the vehicle to stall. If the spike damages the PCM, the vehicle may not restart. If this happens while the vehicle is moving, a crash could occur without prior warning.

### CORRECTION

Dealers are to install a wiring harness.

### VEHICLES INVOLVED

Involved are **certain** 2002 model year GMC Envoy and Oldsmobile Bravada vehicles equipped with ECAS (RPOG67) and built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2002	GMC	Envoy	22100001	22295837
2002	Oldsmobile	Bravada	22100005	22305579

**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 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.

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

**Important:** An initial supply of wiring harnesses required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of August 9, 2004 and will be approximately 15% of each dealer's involved vehicles. Pre-shipped parts will be charged to dealer's open parts account.

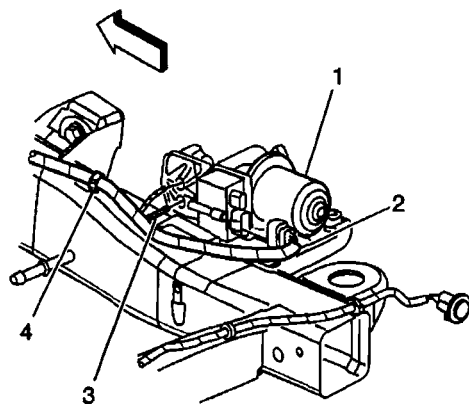
Additional parts, if required, are to be obtained from General Motors Service Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
15166099	Harness, Chas RR Wrg	1
12337820	Strap, Adj Tie	1

## SERVICE PROCEDURE

The following service procedure provides instructions for installing a jumper harness in series between the compressor for the electronic controlled air suspension (ECAS) and the vehicle wiring harness underneath the vehicle.

1. Raise the vehicle on a suitable hoist and support as necessary.



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2. Locate and disconnect the eight-way electrical connector (2) from the ECAS compressor (1).
3. Connect one end of the new jumper harness to the connector on the ECAS compressor.
4. Connect the other end of the jumper harness to the connector on the vehicle harness.
5. Secure the new jumper harness to the original vehicle wiring harness using the plastic tie strap.

6. Lower the vehicle.

### CUSTOMER REIMBURSEMENT

All customer requests for reimbursement for previous repairs for the recall condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Product Recall Customer Reimbursement Procedure Form is included with the customer letter.

**IMPORTANT:** Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

### 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	NET ITEM
Install Wire Harness	1	---	**	MA-96	V1210	0.2 *	N/A
Courtesy Transportation	N/A	N/A	N/A	MA-96	***	N/A	****
Customer Reimbursement (U.S. CAC)	N/A	N/A	N/A	MA-96	V1211	0.2	*****

\* 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 for the wire harness 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.

\*\*\*\* The amount identified in the "Net Item" column should represent the actual dollar amount for courtesy transportation.

\*\*\*\*\* The amount identified in the "Net Item" column should represent the dollar amount reimbursed to the customer.

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

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.

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.



August 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 2002 model year GMC Envoy and Oldsmobile Bravada vehicles equipped with an electronically controlled air suspension (ECAS). Some of these vehicles have a condition in which the ECAS may produce a brief electrical spike while the vehicle is operating. This electrical spike can disrupt the powertrain control module (PCM) causing the vehicle to stall. If the spike damages the PCM, the vehicle may not restart. If this happens while the vehicle is moving, a crash could occur without prior warning.

**What Will Be Done:** Your GM dealer will install a wiring harness. 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)
GMC	1-866-996-9463	1-800-462-8583
Oldsmobile	1-800-630-6537	1-800-833-6537
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.

**Customer Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

**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  
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