

**Dealer TO: ALL PONTIAC DEALERS**

**Salutation: ATTENTION: SERVICE MANAGER, PARTS MANAGER AND WARRANTY ADMINISTRATOR**

**GM SERVICE AND PARTS OPERATIONS**

**DCS1236**

**URGENT DISTRIBUTE IMMEDIATELY**

**Date: August 16, 2004**

**Subject: 04055 Product Safety Recall  
Front Frame Rear Body Mount Bracket Fracture**

**Models: 2004 Pontiac Grand Prix**

**To: All Pontiac Dealers**

**Attention: Service Manager, Parts Manager and Warranty Administrator**

**PRODUCT FIELD ACTION ANNOUNCEMENT**

**General Motors is announcing Product Safety Recall 04055 today. The total number of vehicles involved is 315. Please see the attached bulletin for details.**

**Mailing Information: Customer notification letter mailing will begin on August 23, 2004.**

**GM Vehicle Inquiry System (GMVIS): GMVIS information will be available on August 17, 2004.**

**Service Information System (SI): Bulletin 04061 is scheduled to be available on August 17, 2004.**

**Campaign Initiation Detail Report (CIDR): The CIDR will be available in GM DealerWorld on August 16, 2004.**

**PLEASE DOUBLE CLICK ON THE ICON BELOW  
THEN SINGLE CLICK ON THE LAUNCH BUTTON  
TO VIEW OR PRINT THE BULLETIN  
(See attached file: 04055 bulletin.pdf)**

**END OF MESSAGE**

**GM SERVICE AND PARTS OPERATIONS**



# Recall Bulletin

File In Section: Product Recalls

Bulletin No.: 04055

Date: August 2004



## PRODUCT SAFETY RECALL

**SUBJECT: FRONT FRAME REAR BODY MOUNT BRACKET FRACTURE**

**MODELS: 2004 PONTIAC GRAND PRIX**

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 model year Pontiac Grand Prix vehicles. Some of these vehicles have a condition where the front frame rear body mount bracket may fracture because of cracks in the aluminum bar from which it was made. Over time, this fracture would degrade the mounting bracket and the driver would begin to hear noises such as creaking, groaning, and clicking. If these warning signs were ignored, the bracket would continue to degrade to the point where the intermediate steering shaft could separate, resulting in loss of steering control. If this happens while the vehicle is moving, a crash could result without prior warning.

### CORRECTION

Dealers are to inspect the front frame assembly and replace it, if necessary.

### VEHICLES INVOLVED

Involved are certain 2004 model year Pontiac Grand Prix vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2004	Pontiac	Grand Prix	41358384	41358827

**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 Campaign Initiation Detail Report.

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

If the inspection procedure determines a frame assembly is required, it can be obtained by contacting the appropriate Technical Assistance Center listed below.

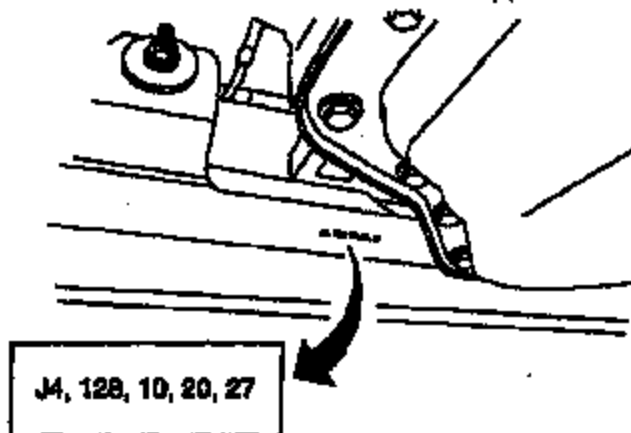
U.S. 1-877-448-8227  
Canada (English) 1-800-263-7740  
Canada (French) 1-800-263-7960

**Important: It is estimated that approximately 51 vehicles will require replacement of the front frame assembly.**

### SERVICE PROCEDURE

The following procedure provides instructions for inspecting, and if necessary replacing the front frame (cradle) assembly.

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



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**Important**

If the inspection in the next step determines that a frame replacement is required, contact the Technical Assistance Center to obtain one.

2. Locate the date code stamped on the frame assembly near the transmission pan as shown. For this inspection we are looking for frames made during a certain timeframe on one particular day this year.

The date codes involved are J4, 128, 10, 20, 27 to J4, 128, 13, 25, 54.

A date code is broken down as follows:

J4 = Calendar Year 2004  
128 = Day 128 (May 7th)  
10 = Hour (10am)  
20 = Minute (10:20am)  
27 = Second (10:20am and 27 seconds)

- "DAY" Begin with the Day number. If the "day" number in the date code is not 128, the frame does NOT need to be replaced. If the "day" number is 128, proceed to the next step and inspect the "hour".
- "HOUR" If the "hour" number in the date code is 9 or less, or 14 or higher, the frame does NOT need to be replaced. If the number on the frame is 11 or 12, the frame must be replaced. If the number is 10 or 13, proceed to the next step and inspect the "minute".
- "MINUTE" If the "hour" number is 10 and the "minute" number in the date code is 19 or less, then the frame does NOT need to be replaced. If the "minute" number on the frame is 21 or higher the frame must be replaced. If the "minute" number is 20, then continue and inspect the "second".

**OR**

- "MINUTE" If the "hour" number is 13 and the "minute" number in the date code is 24 or less, the frame must be replaced. If the "minute" number on the frame is 26 or higher the frame does NOT need to be replaced. If the "minute" number is 25, then proceed to the next step and inspect the "second".
- "SECOND" If the "minute" number is 20 and the "second" number in the date code is 26 or less, the frame does NOT need to be replaced. If the "second" number is 27 or higher, the frame must be replaced.

**OR**

- "SECOND" If the "minute" number is 25 and the "second" number in the date code is 54 or less, the frame must be replaced. If the "second" number is 55 or higher, the frame does NOT have to be replaced.

## Frame Replacement

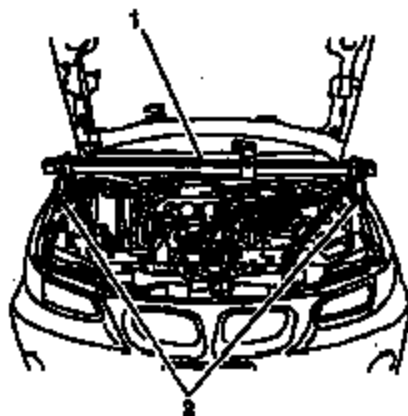
### Tools Required

- J 28467-B Universal Engine Support Fixture
- J 36462-A Engine Support Adapter Leg Set
- J 28467-501 Engine Support Fixture Adapters

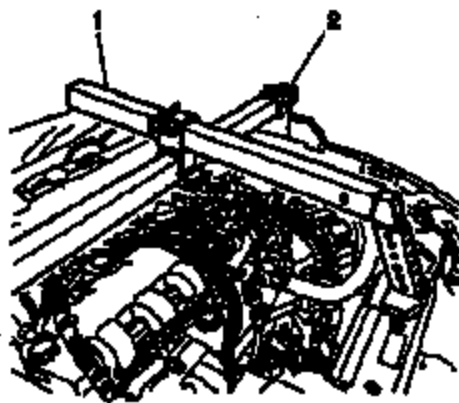
The procedure should only be performed if the results of the inspection above indicated that frame replacement is required.

For additional information see the appropriate sections of the service manual.

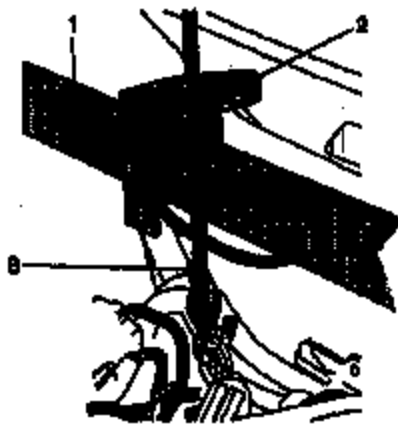
1. Lower the vehicle and open the hood.



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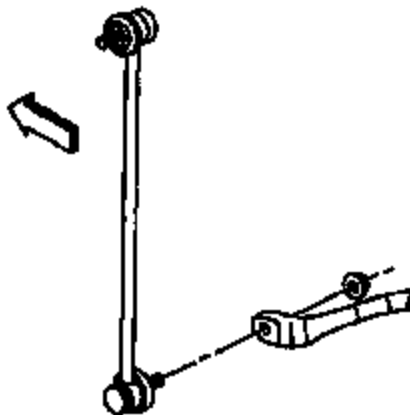


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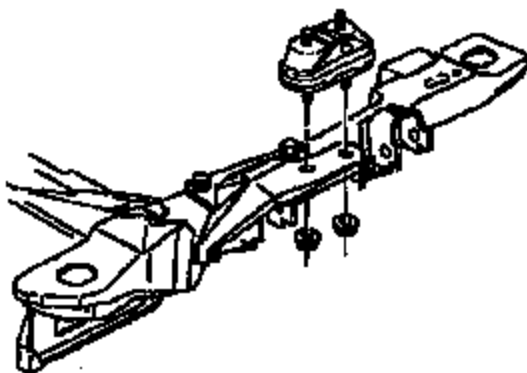
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2. Install universal engine support fixture J 28467-B with adapters (J36462-A and J28467-501) or equivalent.
3. Raise the vehicle and support as necessary.
4. Remove both front wheel/tire assemblies.



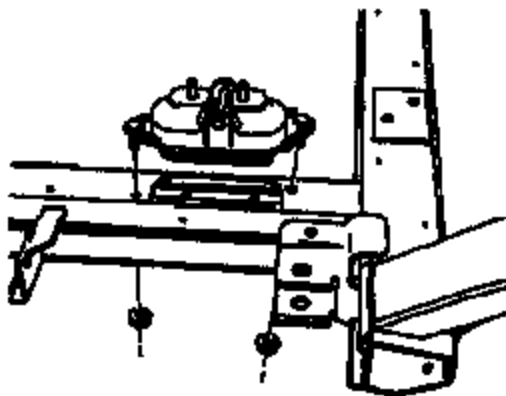
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5. Remove the nut attaching the stabilizer bar link to the stabilizer bar.
6. Separate the link from the bar.
7. Position an adjustable support at the rear of the frame.
8. Remove the two rear frame to body bolts.



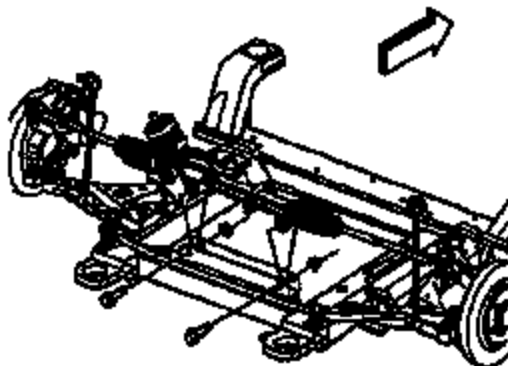
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9. Remove the two nuts attaching the left side transmission mount to the frame.



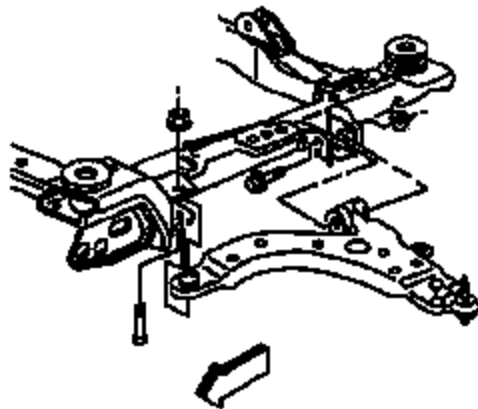
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10. Remove the two nuts attaching the right side engine mount to the frame.  
11. Partially lower the rear of the frame.



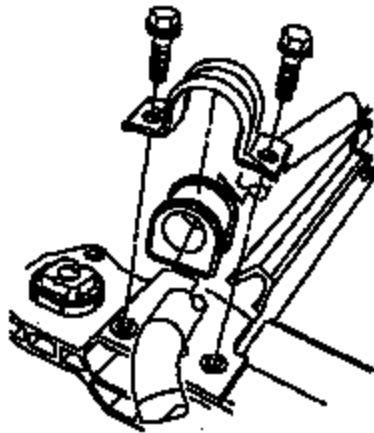
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12. Remove the two bolts attaching the steering gear to the frame.  
13. Remove and reposition the steering gear from the frame.  
14. Remove the one power steering cooler line retainer from the right side of the frame.



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15. Remove the bolts from both lower control arms.
16. Separate both lower control arms from the frame.
17. Release the two clips attaching the wiring harness to the front of the frame.
18. Release the two clips attaching the power steering cooler lines to the front of the frame.
19. Release the clip attaching the left side ABS wiring harness to the frame.
20. Support the frame assembly as necessary.
21. Remove both front frame to body bolts.
22. Carefully lower and remove the frame assembly.



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23. With the frame out of the vehicle, remove the bolts attaching the clamps, insulators, and stabilizer bar to the frame.
24. Install the stabilizer bar, insulators, and clamps to the NEW frame and install the bolts.  
**Tighten**

Tighten the bolts to 30 N·m (22 lb ft).

25. Raise the NEW frame assembly to the body and install the front two frame to body bolts.  
**DO NOT** tighten at this time.
26. Attach the clip for the ABS wiring harness to the left side of the frame.
27. Attach the two clips for the power steering cooler lines to the front of the frame.
28. Attach the two clips for the wiring harness to the front of the frame.



29. Position both lower control arms to the frame and install the bolts. **DO NOT** tighten at this time.
30. Attach the one power steering cooler line retainer to the right side of the frame.
31. Install the steering gear in the frame brackets.
32. Install the steering gear to frame attaching bolts. **Tighten**

Tighten the bolts to 90 N·m (66 lb ft).

33. Partially raise the frame closer to the body.
34. Align the right side engine mount to the frame and install the two nuts. **Tighten**

Tighten the nuts to 47 Nm (35 lb ft).

35. Align the left side transmission mount to the frame and install the two nuts. **Tighten**

Tighten the nuts to 47 N·m (35 lb ft).

36. Raise the frame to the body and install the rear frame to body bolts. **Tighten**

Tighten the bolts to 180 N·m (133 lb ft).

37. Tighten the front frame to body bolts.

Tighten the bolts to 180 N·m (133 lb ft).

38. Attach the stabilizer links to the stabilizer bar and install the nuts. **Tighten**

Tighten the nuts to 45 N·m (33 lb ft).

39. Place an adjustable support under the outboard end of the lower control arms and raise the arms to normal curb height position. **Tighten**

Tighten the lower control arm bolts to 125 N·m (92 lb ft).

40. Install the front wheel/tires and wheel nuts. **Tighten**

Tighten the nuts to 140 N·m (103 lb ft).

41. Remove all supports and lower the vehicle.
42. Remove the engine support fixture.
43. Close the hood.

### 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	GC-FC	LABOR OP	LABOR HOURS	NET ITEM
Inspect Frame – No Further Action Required	N/A	N/A	N/A	MA-96	V1193	0.2*	N/A
Inspect & Replace Frame (Cradle) (Inc. Wheel Alignment)	N/A	N/A	N/A	MA-96	V1194	2.6*	\$176.80 USD** \$237.62 CAD**
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 amount identified in the "Net Item" column represent the sum total of the applicable Mark-Up for the frame assembly (provided at no-charge) needed to perform the required repairs.

\*\*\* 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.

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).

### 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 appear 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 IT RIGHT, means that the bulletin applies to your vehicle, or that your vehicle will have that condition. Use your dealer/retailer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary  
Technician  
Certification**

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.

**Reason For This Recall:** General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 model year Pontiac Grand Prix vehicles. Some of these vehicles have a condition where the front frame rear body mount bracket may fracture because of cracks in the aluminum bar from which it was made. Over time, this fracture would degrade the mounting bracket and you would begin to hear noises such as creaking, groaning, and clicking. If these warning signs were ignored, the bracket would continue to degrade to the point where the intermediate steering shaft could separate, resulting in loss of steering control. If this happens while the vehicle is moving, a crash could result without prior warning.

**What Will Be Done:** Your GM dealer will inspect the front frame assembly and replace it, if necessary. This service will be performed for you at no charge.

**How Long Will The Repair Take?** This inspect will take approximately 15 minutes. If the front frame assembly requires replacement, an additional 2 hours and 15 minutes will be required. 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)
Pontiac	1-800-620-7668	1-800-833-7668
Puerto Rico - English	1-800-498-9992	
Puerto Rico - Español	1-800-498-9993	
Virgin Islands	1-800-498-9994	

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.mygmilink.com](http://www.mygmilink.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.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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  
04055