

GM SERVICE AND PARTS OPERATIONS
DCS1322
URGENT - DISTRIBUTE IMMEDIATELY

DATE: January 10, 2005

SUBJECT: 04083 / Safety Recall
Rear Stop/Turn Signal Lamps Inoperative

MODELS: 2003 Chevrolet Cavalier
2003 Pontiac Sunfire

TO: All Chevrolet and Pontiac Dealers

ATTENTION: Service Manager, Parts Manager and
Warranty Administrator

PRODUCT FIELD ACTION ANNOUNCEMENT

General Motors is announcing Safety Recall 04083 today. The total number of vehicles involved is 341,990. Please see the attached bulletin for details.

Mailing Information

Customer notification letter mailing will begin on January 18, 2005.

GM Vehicle Inquiry System (GMVIS)

GMVIS information will be available on January 11, 2005.

Service Information System (SI)

Bulletin 04083 is scheduled to be available in SI on January 11, 2005.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in GM DealerWorld on January 10, 2005.

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

(See attached file: 04083 bulletin.pdf)

END OF MESSAGE

GM SERVICE AND PARTS OPERATIONS



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: REAR STOP/TURN SIGNAL LAMPS INOPERATIVE

**MODELS: 2003 CHEVROLET CAVALIER
 2003 PONTIAC SUNFIRE**

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2003 model year Chevrolet Cavalier and Pontiac Sunfire vehicles. Some of these vehicles have a condition where the rear lamps that provide stop and turn signals and tail lamp functions stop working because of inadequate contact between the bulb and socket. If the turn signal is inoperative, the driver should notice a higher rate of turn signal indicator flashes and rapid clicking of the turn signal flasher. In addition, if one bulb were to become inoperative while the vehicle was operating in cruise control, the cruise control would disengage when the remaining bulb was activated. If both lamps were to become inoperative, the cruise control would not engage. If these rear lamps are inoperative, a following driver may take longer to react to the motion of the vehicle and a crash could occur.

CORRECTION

Dealers are to inspect the rear lamp sockets and apply grease or replace them if necessary.

VEHICLES INVOLVED

Involved are **certain** 2003 model year Chevrolet Cavalier and Pontiac Sunfire vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2003	Chevrolet	Cavalier	37100003	37389507
			3S100009	3S212041
2003	Pontiac	Sunfire	37100001	37389505
			3S100013	3S212051

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.

For Export: 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.

Part Number	Description	Quantity/ Vehicle
89025035	Socket, Tail & RR Si Mkr Lp (All Cavaliers and Pontiac 4-Dr)	1-2 If Req'd
89025036	Socket, T/Lp (Pontiac 2-Dr)	1-2 If Req'd
09441839	Bulb, T/Lp	1-2 If Req'd
12377900*	Lubricant, Dielectric	1 If Req'd

* One unit will service 100 vehicles.

SERVICE PROCEDURE

The following procedure provides instructions for inspecting, and if necessary, replacing the stop lamp sockets and bulbs.

Inspection

1. Open the rear compartment (trunk) lid.
2. If equipped, disconnect the cargo net from the hooks on the rear fasteners.
3. Remove the left side fastener securing the trunk trim over the left tail lamp and reposition the trim.
4. Remove the tail/stop lamp bulb socket from the lamp by turning it counterclockwise.
5. Remove the bulb from the socket by pulling it straight out.

6. Inspect for lubricant or grease on the base of the bulb or in the socket.
 - o If grease or lubricant IS found, no further repairs are needed on this lamp socket. Repeat this procedure on the right side tail/stop lamp socket.
 - o If grease or lubricant is NOT found, inspect for burned terminals inside the socket. Also look for evidence or signs that arcing has taken place between the terminals in the socket and the terminals on the base of the bulb. If there are NO burned terminals or evidence of arcing, proceed to Step 13.
 - o If there ARE burned terminals or evidence of arcing, proceed to the next step and replace the socket assembly and bulb.
7. If equipped, disconnect the rear side marker socket from the stop lamp by turning it slightly counterclockwise.
8. Disconnect the wiring harness electrical connector from the socket.
9. Connect the new socket to the wiring harness electrical connector.
10. If equipped, transfer the side marker bulb from the old socket to the new socket.

Important

New stop lamp sockets come with dielectric lubricant already on the terminals. Therefore, it is not necessary to add lubricant to them.

11. Install a new stop lamp bulb in the new socket.
12. If equipped, install the side marker socket into the tail lamp and rotate it clockwise to lock it in place.

Important

A new bulb is only to be used if a new socket is being installed. If the original socket is being reused, do not replace the bulb.

13. If the original socket is being reused, apply dielectric lubricant, PN 12377900, to the base of the stop lamp bulb and insert the bulb into the socket.
14. Install the stop lamp socket into the tail lamp and rotate it clockwise to lock it in place.
15. Reposition the trunk trim and install the rear fastener hand-tight.
16. Repeat this procedure on the right side stop lamp socket.
17. If equipped, reinstall the cargo net to the hooks on the rear fasteners.
18. Close the trunk lid.

CUSTOMER REIMBURSEMENT For US

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.

CUSTOMER REIMBURSEMENT For Canada & Export

Customer requests for reimbursement of previously paid repairs to correct the recall condition are to be submitted by January 31, 2006.

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of repair expense(s) that were not reimbursed, a description of the repair, and the person or entity performing the repair.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by WINS.

IMPORTANT: Refer to the GM Service Policies and Procedures Manual, section 1.6.2, for specific procedures regarding customer reimbursement verification.

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
Inspect Socket – No Replacement Required (inc. adding lubricant to bulb)	0	N/A	N/A	MA-96	V1262	0.3	**
Add: Replace Socket(s)	2-4	---	*			0.1	
Courtesy Transportation	N/A	N/A	N/A	MA-96	***	N/A	****
Customer Reimbursement (Canadian & Export Dealers/US CAC)	N/A	N/A	N/A	MA-96	V1263	0.2	*****

- * The "Parts Allowance" should be the sum total of the current GMSP0 Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for the socket(s) and bulb(s) needed to complete the repair.
- ** The amount identified in the "Net Item" column should represent the sum total of the current GMSP0 Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for the lubricant needed to perform the required repairs. One unit services 100 vehicles.
- *** 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.

Note: Canadian dealers should refer to the Canadian distribution of the bulletin for detailed claim information.

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 Export

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 Export (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.



January 2005

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 2003 model year Chevrolet Cavalier and Pontiac Sunfire vehicles. Some of these vehicles have a condition where the rear lamps that provide stop and turn signals and tail lamp functions stop working because of inadequate contact between the bulb and socket. If the turn signal is inoperative, the driver should notice a higher rate of turn signal indicator flashes and rapid clicking of the turn signal flasher. In addition, if one bulb were to become inoperative while the vehicle was operating in cruise control, the cruise control would disengage when the remaining bulb was activated. If both lamps were to become inoperative, the cruise control would not engage. If these rear lamps are inoperative, a following driver may take longer to react to the motion of the vehicle and a crash could occur.

What Will Be Done: Your dealer will inspect the rear lamp sockets and apply grease or replace them if necessary. This service will be performed for you at **no charge**.

How Long Will The Repair Take? This inspection and service correction will take approximately 25 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 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	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
Guam	1-671-648-8650	

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.

My GMLink Online: 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 customer reply 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
04083