

GM SERVICE AND PARTS OPERATIONS  
DCS1297  
URGENT DISTRIBUTE IMMEDIATELY

Date: November 16, 2004

Subject: 04087 / Product Safety Recall  
Tail Lamps/Stop Lamps

Models: 2004 Buick Rainier  
2002-2004 Chevrolet TrailBlazer, TrailBlazer EXT  
2002-2004 GMC Envoy, Envoy XL  
2002-2004 Oldsmobile Bravada

To: All Buick, Chevrolet, GMC and Oldsmobile Dealers

Attention: Service Manager, Parts Manager and Warranty Administrator

PRODUCT FIELD ACTION ANNOUNCEMENT

General Motors is announcing Product Safety Recall 04087 today. The total number of vehicles involved is 946,817. Please see the attached bulletin for details.

Mailing Information

Customer notification letter mailing will begin on November 22, 2004.

GM Vehicle Inquiry System (GMVIS)

GMVIS information will be available on November 17, 2004.

Service Information System (SI)

Bulletin 04087 is scheduled to be available on November 17, 2004.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in GM DealerWorld on November 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: 04087 bulletin.pdf)

END OF MESSAGE

GM SERVICE AND PARTS OPERATIONS



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** TAIL LAMPS/STOP LAMPS

**MODELS:** 2004 BUICK RAINIER  
 2002-2004 CHEVROLET TRAILBLAZER, TRAILBLAZER EXT  
 2002-2004 GMC ENVOY, ENVOY XL  
 2002-2004 OLDSMOBILE BRAVADA

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2002-2004 Chevrolet TrailBlazer and TrailBlazer EXT, GMC Envoy and Envoy XL, Oldsmobile Bravada, and 2004 Buick Rainier vehicles. In some of these vehicles, vibration and heat may cause the tail lamp/stop lamp bulb to loosen in its socket. If this occurs, the bulb may flicker and eventually become inoperative. The center high mounted stop lamp and turn signal functions are not affected and will operate as designed. The loss of one or both of the tail lamp/stop lamps could reduce the vehicle's visibility to following drivers and fail to warn others that the vehicle is braking and/or is stopped, which could lead to a vehicle crash.

### CORRECTION

Dealers are to inspect the tail lamp/stop lamp assemblies, and if necessary, replace them.

### VEHICLES INVOLVED

Involved are **certain** 2002-2004 Chevrolet TrailBlazer and TrailBlazer EXT, GMC Envoy and Envoy XL, Oldsmobile Bravada, and 2004 Buick Rainier vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2004	Buick	Rainier	42100176	42149722
2002	Chevrolet	TrailBlazer	22100007	22530814
2003	Chevrolet	TrailBlazer	32100001	32415147
2004	Chevrolet	TrailBlazer	42100001	42149863
2002	Chevrolet	TrailBlazer EXT	22442652	22460353
			26100010	26138714
2003	Chevrolet	TrailBlazer EXT	32100002	32229743
			36100001	36246835
2004	Chevrolet	TrailBlazer EXT	46100116	46109875

VEHICLES INVOLVED, Cont'd.

YEAR	DIVISION	MODEL	FROM	THROUGH
2002	GMC	Envoy	22100001	22530816
2003	GMC	Envoy	32100003	32415148
2004	GMC	Envoy	42100011	42149864
2002	GMC	Envoy XL	22437217	22460354
			26100018	26138713
2003	GMC	Envoy XL	32100013	32191834
			36100011	36246828
2004	GMC	Envoy XL	46100127	46109865
2002	Oldsmobile	Bravada	22100005	22525166
2003	Oldsmobile	Bravada	32100018	32409362
2004	Oldsmobile	Bravada	42100044	42130124

**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.

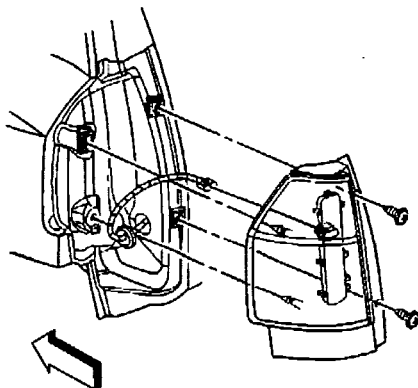
PARTS INFORMATION

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
16532713	Board, T/Lp Circ (Chev)	1 or 2
16532714	Board, T/Lp Circ (Chev Export)	1 or 2
16532715	Board, T/Lp Circ (Olds/Buick)	1 or 2
16532716	Board, T/Lp Circ (GMC)	1 or 2
12450108	Bulb, Trade #3157 (Chevy)	1 or 2
09441839	Bulb, Trade #3057 (Buick/Olds/GMC)	1 or 2

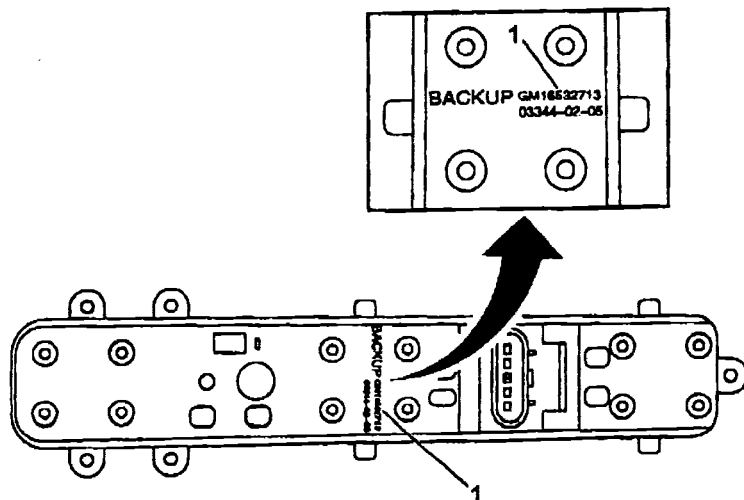
**SERVICE PROCEDURE**

1. Open the rear liftgate.



7183032

2. Remove the two screws that attach both the left and right tail lamp assemblies and remove the lamps from the body.



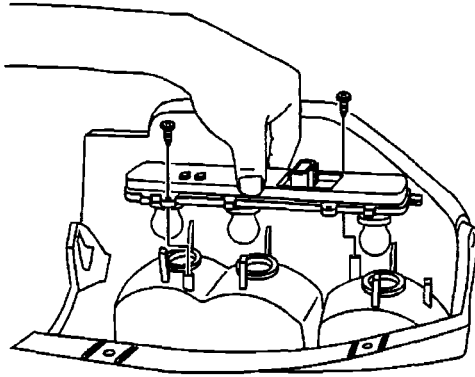
1465022

3. Inspect the part number on both the left and right tail lamp circuit boards.

DIVISION	NEW P/N
Chevrolet	16532713
Chevrolet Export	16532714
Buick and Oldsmobile	16532715
GMC	16532716

- o If the part number printed on a circuit board IS one of the part numbers listed above, then the circuit board is the new design and does NOT need to be replaced.
- o If the part number printed on a circuit board is NOT one of the part numbers listed above, then the circuit board is the old design and **MUST BE REPLACED**. Proceed to the next step if either circuit board needs to be replaced.

4. Turn on the tail lamps, directional signals, etc. and determine if there are any bulbs that require replacement.
5. Disconnect the electrical connector from the circuit board being replaced.



732917

6. Remove the three screws attaching the circuit board to the tail lamp and remove the circuit board.
7. Install a NEW stop lamp bulb in a NEW circuit board.
  - o On Chevrolet, Buick, and Oldsmobile vehicles, the stop lamp bulb is located in the UPPER (top) socket in the circuit board.
  - o On GMC vehicles, the stop lamp bulb is located in the LOWER (bottom) socket in the circuit board.

### Important

This recall will cover the cost of replacing the stop lamp bulb(s). All other bulbs that require replacement are to be submitted under the normal warranty operation, if applicable.

8. Transfer the remaining bulbs from the old circuit board to the new circuit board. Replace any burned out bulbs.
9. Connect the electrical connector to the new circuit board(s).
10. Turn on the tail lamps, directional signals, etc. and verify that all bulbs are functional.
11. Install the circuit board to the tail lamp and install the three screws. **Tighten**

Tighten the screws to 1.9 N·m (17 lb in).

12. Install both the left and the right tail lamp assemblies to the body and install the screws. **Tighten**

Tighten the screws to 1.9 N·m (17 lb in).

13. Close the liftgate.

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 November 30, 2005.

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:

<b>REPAIR PERFORMED</b>	<b>PART COUNT</b>	<b>PART NO.</b>	<b>PARTS ALLOW</b>	<b>CC-FC</b>	<b>LABOR OP</b>	<b>LABOR HOURS</b>	<b>NET ITEM</b>
Inspect Both Tail Lamp Circuit Boards & Lamps – No Replacement Req'd.	N/A	N/A	N/A	MA-96	V1264	0.2	N/A
Inspect & Replace One or Both Tail Lamp Circuit Boards & Lamps	2-4	---	*	MA-96	V1265	0.3	N/A
Courtesy Transportation	N/A	N/A	N/A	MA-96	**	N/A	***
Customer Reimbursement (Canadian & Export Dealers/U.S. CAC)	N/A	N/A	N/A	MA-96	V1266	0.2	****

\* 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 Export) for circuit board(s) and tail/stop lamp(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.

\*\*\* 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.





November 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 2002-2004 Chevrolet TrailBlazer and TrailBlazer EXT, GMC Envoy and Envoy XL, Oldsmobile Bravada, and 2004 Buick Rainier vehicles. In some of these vehicles, vibration and heat may cause the tail lamp/stop lamp bulb to loosen in its socket. If this occurs, the bulb may flicker and eventually become inoperative. The center high mounted stop lamp and turn signal functions are not affected and will operate as designed. The loss of one or both of the tail lamp/stop lamps could reduce the vehicle's visibility to following drivers and fail to warn others that the vehicle is braking and/or is stopped, which could lead to a vehicle crash.

**What Will Be Done:** Your dealer will inspect the tail lamp/stop lamp assemblies, and if necessary, replace them. This service will be performed for you at **no charge**.

**How Long Will The Repair Take?** This inspection and service correction will take approximately 20 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)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
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	
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](http://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  
04087