

**GM SERVICE AND PARTS OPERATIONS
DCS1409
URGENT - DISTRIBUTE IMMEDIATELY**

Date: May 24, 2005

Subject: 04110 - Product Safety Recall
Passenger Side Power Sliding Door Interior Handle

Models: 1997-2005 Chevrolet Venture
1997-2004 Oldsmobile Silhouette
1997-1999 Pontiac Trans Sport
2000-2005 Pontiac Montana
Equipped with Passenger Side Power Sliding Door and
Second Row Bucket Seats or Captain's Chairs

Attention: Service Manager, Parts Manager and
Warranty Administrator

PRODUCT FIELD ACTION ANNOUNCEMENT

Due to part availability, the customer notification letters for this recall will be mailed in phases, however, all of the involved vehicles have been identified in GMVIS for immediate reference. Dealers will be advised as each subsequent phase is released.

General Motors is announcing Product Safety Recall 04110 today. The total number of vehicles involved is 850,727. Although only the passenger side power sliding door handle requires replacement, dealers are to replace both rear door handles, if applicable, to keep the appearance consistent. Please see the attached bulletin for details.

Mailing Information

Phase 1 of the U. S. customer notification letter mailing will begin on May 31, 2005. The total number of letters involved is 305,555.

GM Vehicle Inquiry System (GMVIS)

GMVIS information will be available on May 25, 2005.

Service Information System (SI)

Bulletin 04110 is scheduled to be available on May 25, 2005.

Campaign Initiation Detail Report (CIDR)

The CIDR will not be available in GM DealerWorld until the last phase is released.

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

(See attached file: 04110 bulletin.pdf)

END OF MESSAGE
GM SERVICE AND PARTS OPERATIONS



File In Section: Product Recalls
Bulletin No.: 04110
Date: May 2005

Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: RIGHT-HAND POWER SLIDING DOOR INTERIOR HANDLE

**MODELS: 1997-2005 CHEVROLET VENTURE
1997-2004 OLDSMOBILE SILHOUETTE
1997-1998 PONTIAC TRANS SPORT
1999-2005 PONTIAC MONTANA
EQUIPPED WITH RIGHT-HAND POWER SLIDING DOOR AND SECOND
ROW BUCKET SEATS OR CAPTAIN'S CHAIRS**

DUE TO PART AVAILABILITY, THIS RECALL IS BEING ADMINISTERED IN PHASES. ALL VINS WILL BE LOADED INTO GMVIS; HOWEVER, CUSTOMERS WILL BE NOTIFIED IN PHASES. YOU WILL BE NOTIFIED OF THE RELEASE OF ADDITIONAL PHASES PRIOR TO CUSTOMER NOTIFICATION.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 1997-2005 Chevrolet Venture, 1997-2004 Oldsmobile Silhouette, 1997-1998 Pontiac Trans Sport, and 1999-2005 Pontiac Montana vehicles equipped with a right-hand power sliding door and second row bucket seats or captain's chairs. If a passenger uses the interior handle to open the power sliding door and holds onto the handle while it is being opened by the door motor, the passenger's arm may be pushed into the seat back or armrest and a wrist or lower arm injury could occur.

Until the vehicle is serviced, the interior handle should not be used to open the door. The driver can open and close the door from switches at the driver's position or by using the remote key fob. The driver should tell passengers to use the switch located in front of the door to open or close the door. The driver should also use the override switch to prevent operation of the power door by children or by others who are not familiar with its use.

CORRECTION

Although only the right-hand power sliding door handle requires replacement, dealers are to replace both rear door handles, if applicable, to keep the appearance consistent.

VEHICLES INVOLVED

Involved are **certain** 1997-2005 Chevrolet Venture, 1997-2004 Oldsmobile Silhouette, 1997-1998 Pontiac Trans Sport, and 1999-2005 Pontiac Montana vehicles equipped with a right-hand power sliding door and second row bucket seats or captain's chairs, and built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
1997	Chevrolet	Venture	VD100163	VD297298
1998	Chevrolet	Venture	WD100011	WD351264
1999	Chevrolet	Venture	XD100002	XD349426
2000	Chevrolet	Venture	YD100019	YD370927
2001	Chevrolet	Venture	1D100001	1D340387
2002	Chevrolet	Venture	2D100001	2D324965
2003	Chevrolet	Venture	3D100001	3D326504
2004	Chevrolet	Venture	4D100001	4D272296
2005	Chevrolet	Venture	5D100001	5D152413
1997	Oldsmobile	Silhouette	VD100175	VD297310
1998	Oldsmobile	Silhouette	WD100060	WD351256
1999	Oldsmobile	Silhouette	XD100052	XD349425
2000	Oldsmobile	Silhouette	YD100032	YD370412
2001	Oldsmobile	Silhouette	1D100003	1D340393
2002	Oldsmobile	Silhouette	2D100013	2D324962
2003	Oldsmobile	Silhouette	3D100004	3D326516
2004	Oldsmobile	Silhouette	4D100014	4D228729
1999	Pontiac	Montana	XD100003	XD349423
2000	Pontiac	Montana	YD100039	YD370930
2001	Pontiac	Montana	1D100004	1D340392
2002	Pontiac	Montana	2D100007	2D324955
2003	Pontiac	Montana	3D100002	3D326517
2004	Pontiac	Montana	4D100008	4D272294
2005	Pontiac	Montana	5D100005	5D152375
1997	Pontiac	Trans Sport	VD100168	VD297312
1998	Pontiac	Trans Sport	WD100026	WD351259

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 and 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 will be loaded to the GM DealerWorld (US) Recall Information, GMinfoNet (Canada) Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

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 will not receive a report with the recall bulletin if they have no involved vehicles currently assigned.

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.

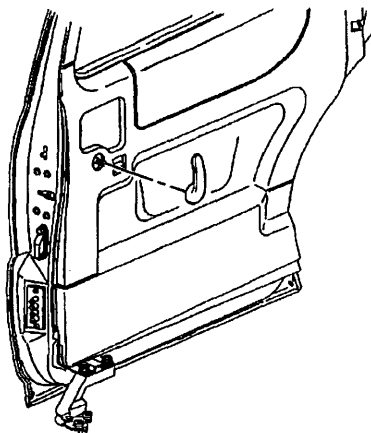
Part Number	Description	Quantity/Vehicle
15299359	Handle, RR S/D I/S	1 or 2

SERVICE PROCEDURE

Tools Required

- J 42506 Door Handle Clip Remover

1. Using the J 42506, Door Handle Clip Remover, remove the inside door handle clip.



320002

2. Remove the inside handle from the sliding door and discard.
3. Load the clip into the inside door handle with the open end facing up.
4. Align the new handle with the shaft on the sliding door.
5. Press firmly in order to seat the inside handle on the sliding door.
6. Repeat the steps for the other door, if applicable.

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
Install Sliding Door Inside Handle(s)	1 or 2	---	*	MA-96	V1296	0.2
Courtesy Transportation for vehicles within the New Vehicle Limited Warranty (US & Canadian Dealers)	N/A	N/A	N/A	MA-96	**	N/A

* 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 the sliding door inside door handle(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 for vehicles within the New Vehicle Limited Warranty.

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.



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 1997-2005 model year Chevrolet Venture, 1997-2004 model year Oldsmobile Silhouette, 1997-1998 model year Pontiac Trans Sport, and 1999-2005 model year Pontiac Montana vehicles equipped with a right-hand power sliding door and second row bucket seats or captain's chairs. If a passenger uses the interior handle to open the power sliding door and holds onto the handle while it is being opened by the door motor, the passenger's arm may be pushed into the seat back or armrest and a wrist or lower arm injury could occur.

Until the vehicle is serviced, the interior handle should not be used to open the door. The driver can open and close the door from switches at the driver's position or by using the remote key fob. The driver should tell passengers to use the switch located in front of the door to open or close the door. The driver should also use the override switch to prevent operation of the power door by children or by others who are not familiar with its use.

What Will Be Done: Although only the right-hand power sliding door handle requires replacement, your GM dealer will replace both rear door handles, if applicable, to keep the appearance consistent. 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 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
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.

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
04110