



GENERAL MOTORS NORTH AMERICA
Structure & Safety Integration

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 OFFICE OF DEFECTS
 INVESTIGATION
 R-02/11

05V-157

April 19, 2005

Mr. Ronald Medford
 Senior Associate Administrator, Vehicle Safety
 National Highway Traffic Safety Administration
 400 Seventh Street, S.W., Room 5321
 Washington, D.C. 20590

Dear Mr. Medford:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors of a safety defect involving certain 2004 model year Pontiac Aztek and Buick Rendezvous vehicles.

573.6(c)(1): Pontiac and Buick Divisions of General Motors Corporation.

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 Buick Rendezvous and Pontiac Aztek vehicles. Silica contamination on ignition relay contacts can cause high resistance. This can affect signals to the powertrain control module and, in some cases, cause intermittent vehicle stalls under a variety of driving conditions. In some cases, the vehicle cannot be restarted immediately. If this were to occur, it could result in a vehicle crash.

573.6(c)(6): On September 17, 2004, the component supplier (Tier 1) and relay manufacturer (Tier 2) began evaluating relays returned from warranty repairs. Warranty data available in October for "Ignition Relay Replace," labor code N2819, revealed an elevated rate of warranty for vehicles built between October and December 2003. In November 2004, NHTSA opened an IR on the issue and GM began a formal investigation with the relay supplier and its component manufacturer.

In October 2004, the relay supplier performed a microscopic inspection of field return parts and discovered silica, a high resistance material, on the contact surfaces inside the relay. Further study of the condition indicated that silica build-up on the relay contacts may produce a voltage drop across the relay sufficient to cause an intermittent no-start or engine stall condition. Either condition may result when the voltage supplied by the relay to various engine components is low.

In November, the component supplier inspected the entire value chain in the manufacturing process for the relay and found that one Tier 2 supplier was using materials containing silicone in their manufacture of specific components for the relay. Chemical analysis of the silicone material used in the manufacturing process matched that found in the field returns. Additional study confirmed that silica can form on the contacts as the relay switches and the heat generated by the corresponding arc converts silicone to silica.

The use of silicone materials in the manufacture of the relay was discontinued beginning in early September and was complete by early November 2004. Inventory parts at the component supplier built prior to September 24, 2004 were scrapped. Qualified relays with only trace amounts of silicone were provided to the vehicle assembly plant in Ramos, Arzpe in December 2004 for regular production.

The NHTSA IR Resume indicated "ODI has received 10 complaints alleging that while driving the vehicle engine stalled. Three of the complainants allege that replacing the ignition relay fixed the problem." As of December 15, 2004, 17 Vehicle Owner Questionnaire (VOQ) reports alleging vehicle stall on Pontiac Aztek or Buick Rendezvous were received by the NHTSA. There were no known product liability claims, subrogation claims, third-party arbitration proceedings, or product liability lawsuits (as of February 4, 2005).



Letter to Mr. Ronald Medford
05014
April 19, 2005
Page 2

All Pontiac Aztek and Buick Rendezvous built between October 13, 2003 and March 8, 2004 with relays (P/N 15328864) are believed to be affected to some extent. An analysis of the warranty for these vehicles indicates that the frequency of the condition will continue to increase through 24 months of vehicle exposure before subsiding.

The issue was presented to the GMNA Senior Management Committee and on April 15, 2005, the Field Action Decision Committee decided to conduct a safety recall.

573.6(c)(8): Dealers are to replace the relay.

Pursuant to 577.11(e), General Motors does not plan to notify owners about reimbursement because all involved vehicles are within the new vehicle warranty coverage.

573.6(c)(9): Attached is the final bulletin and owner letter. GM plans to mail the dealer bulletin on April 27, 2005 and begin notifying owners on May 4, 2005.

Sincerely,



Gay P. Kent
Director
Product Investigations

05014
Attachments

573.6(c)(2),(3),(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Pontiac	A/B	2004	8,092	10/2003	03/2004	Aztek	* Unknown
Buick	A/B	2004	26,094	10/2003	03/2004	Rendezvous	"
GM Total:			34,186				

* All affected vehicles will be corrected.

05014



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: IGNITION RELAY CONTAMINATION

**MODELS: 2004 BUICK RENDEZVOUS
 2004 PONTIAC AZTEK**

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 Buick Rendezvous and Pontiac Aztek vehicles. Contamination on ignition relay contacts can cause high resistance. This can affect signals to the powertrain control module and, in some cases, cause intermittent vehicle stalls at any time. In some cases, the vehicle cannot be restarted immediately. If this were to occur, it could result in a vehicle crash.

CORRECTION

Dealers are to replace the ignition relay.

VEHICLES INVOLVED

Involved are certain 2004 Buick Rendezvous and Pontiac Aztek vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2004	Buick	Rendezvous	4S513692	4S575256
2004	Pontiac	Aztek	4S533575	4S575307

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 Pre-Ship Information – For US and Canada

Important: An initial supply of ignition relays required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of April 18, 2005, and will be approximately 20% 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
12177236	Relay, Ign	1

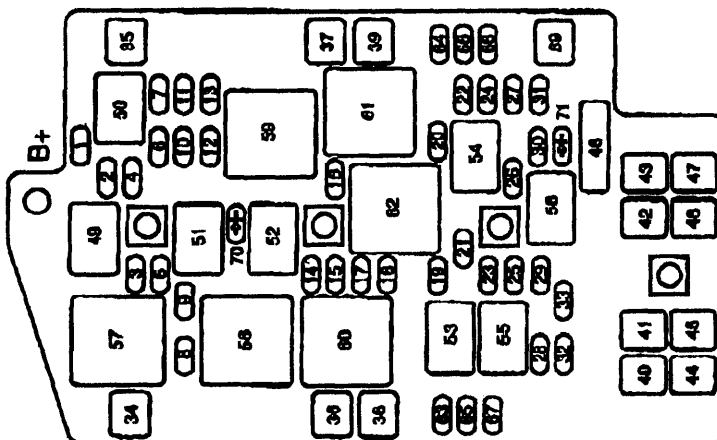
SERVICE PROCEDURE

Tools Required

- J 43244 Relay Puller Pliers

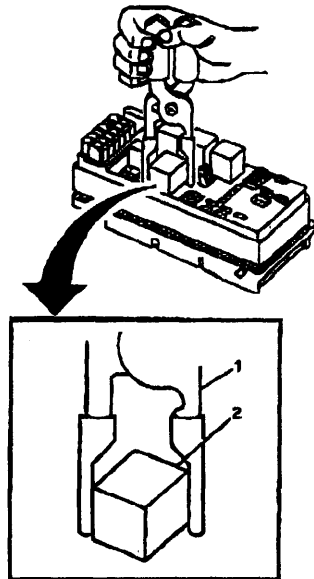
Removal Procedure

1. Remove the electrical center cover.



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2. Locate the relay for Ignition-1 (60).



786629

Important:

- Always note the orientation of the relay.
- Ensure that the electrical center is secure, as not to put added stress on the wires or terminals.

3. Using the J 43244 (1), Relay Puller Pliers, position the tool on opposing corners of the relay (2).

Notice: Use J 43244 to pull the relay straight out from the electrical center terminals. The use of pliers or a flat bladed tool could damage the electrical center.

4. Remove the relay (2) from the electrical center.

Installation Procedure

1. Install the new relay (2) in the same position as the removed relay.
2. Install the electrical center cover.

COURTESY TRANSPORTATION – For US and Canada

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 Ignition Relay	1	--	*	MA-96	V1320	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 ignition relay 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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur 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 NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer/retailer for information on whether your vehicle may benefit from the information.



We Support
Voluntary Technician
Certification

May 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 2004 Buick Rendezvous and Pontiac Aztek vehicles. Contamination on ignition relay contacts can cause high resistance. This can affect signals to the powertrain control module and, in some cases, cause intermittent vehicle stalls at any time. In some cases, the vehicle cannot be restarted immediately. If this were to occur, it could result in a vehicle crash.

What Will Be Done: Your GM dealer will replace the ignition relay. 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)
Buick	1-866-608-8080	1-800-832-8425
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.

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.

Owner Center Online: This free online service offers vehicle and ownership related information and tools tailored to your specific vehicle. To get the most personalized information for your vehicle, visit www.mygmlink.com, and enter your vehicle's 17-character vehicle identification number (VIN) shown on the enclosed customer reply form.

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
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