



# Recall Bulletin



## F/CMVSS NONCOMPLIANCE RECALL

**SUBJECT: SHIFT LEVER POSITION INDICATOR ILLUMINATION**

**MODELS: 2005 CADILLAC ESCALADE, ESCALADE ESV, ESCALADE EXT  
 2005 CHEVROLET AVALANCHE, SILVERADO, SUBURBAN, TAHOE  
 2005 GMC SIERRA, YUKON, YUKON XL  
 EQUIPPED WITH AN AUTOMATIC TRANSMISSION**

**ON FEBRUARY 4, 2005, VEHICLES INVOLVED IN THIS RECALL WERE PLACED ON STOP DELIVERY. WHEN THE SERVICE PROCEDURE CONTAINED IN THIS BULLETIN IS PERFORMED, VEHICLES MAY BE DELIVERED.**

### CONDITION

General Motors has decided that certain 2005 Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, Tahoe; and GMC Sierra, Yukon, Yukon XL vehicles equipped with an automatic transmission fail to conform to Federal/Canada Motor Vehicle Safety Standard 102 requirements for location, identification, illumination of displays. Under certain vehicle starting conditions, the shift lever position indicator located in the instrument panel cluster may not illuminate. In subsequent vehicle start-ups, this condition may or may not occur again. If the shift lever position indicator does not illuminate, the driver may not know which gear the vehicle is in and the vehicle may move in an unintended direction, resulting in possible injury to others outside of the vehicle.

### CORRECTION

Dealers are to reprogram the instrument panel cluster.

### VEHICLES INVOLVED

Involved are **certain** 2005 Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, Tahoe; and GMC Sierra, Yukon, Yukon XL vehicles equipped with an automatic transmission and built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2005	Cadillac	Escalade	5R207532	5R211240
2005	Cadillac	Escalade ESV	5G208782	5G213638
2005	Cadillac	Escalade EXT	5G209516	5G213570
2005	Chevrolet	Avalanche	5G199530	5G214141

VEHICLES INVOLVED, Cont'd.

YEAR	DIVISION	MODEL	FROM	THROUGH
2005	Chevrolet	Silverado	51262317	51275498
			5E242083	5E246986
			5F887865	5F900773
			5Z236566	5Z252451
2005	Chevrolet	Suburban	5G206402	5G213611
			5J193365	5J201396
			5R207699	5R211190
2005	Chevrolet	Tahoe	5J193363	5J201267
			5R207480	5R212329
2005	GMC	Sierra	51264270	51273670
			5E242186	5E245449
			5F897105	5F899780
			5Z246701	5Z252647
2005	GMC	Yukon	5J135114	5J201993
			5R207519	5R211241
2005	GMC	Yukon XL	5G208190	5G213585
			5J197656	5J201620
			5R208249	5R210574

**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

No parts are required for this recall.

### SERVICE PROCEDURE

**Important: The service calibration is included in the Techline Information System (TIS) data version 2.25, broadcast to dealers via GM Access on February 10, 2005; and on TIS CD-ROM version 3, scheduled for mailing to dealers on March 4, 2005.**

1. Prep the vehicle for instrument panel cluster (IPC) reprogramming.
2. Program the IPC using TIS data version 2.25.

### FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

### 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
Reprogram IPC	N/A	N/A	N/A	MA-96	V1319	0.4	N/A
Courtesy Transportation	N/A	N/A	N/A	MA-96	*	N/A	**
Floor Plan Reimbursement	N/A	N/A	N/A	MA-96	Z2101	N/A	***

- \* 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 product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (February 4, 2005) to the date the repair is completed and the vehicle is ready for sale (not to exceed 10 days):

Vehicle	U.S. Reimbursement Amount	Canadian Reimbursement Amount
Cadillac Escalade	\$9.22	\$9.25
Cadillac ESV	\$10.14	\$10.40
Cadillac EXT	\$8.95	\$8.50
Chevrolet Avalanche	\$5.83	\$5.50
Chevrolet Silverado	\$5.01	\$4.85
Chevrolet Suburban	\$6.92	\$6.25
Chevrolet Tahoe	\$6.46	\$6.30
GMC Sierra	\$5.25	\$5.20
GMC Yukon	\$6.93	\$7.15
GMC Yukon Denali	\$9.94	\$7.15
GMC Yukon XL	\$7.51	\$7.20

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.

**This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your dealership may be subject to a civil penalty for each such sale.**

**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.



February 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 certain 2005 Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, Tahoe; and GMC Sierra, Yukon, Yukon XL vehicles equipped with an automatic transmission fail to conform to Federal/Canada Motor Vehicle Safety Standard 102 requirements for location, identification, and illumination of displays. Under certain vehicle starting conditions, the shift lever position indicator located in the instrument panel cluster may not illuminate. In subsequent vehicle start-ups, this condition may or may not occur again. If the shift lever position indicator does not illuminate, the driver may not know which gear the vehicle is in and the vehicle may move in an unintended direction, resulting in possible injury to others outside of the vehicle.

**What Will Be Done:** Your GM dealer will reprogram the instrument panel cluster. This service will be performed for you at **no charge**.

**How Long Will The Repair Take?** This 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. 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)
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
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](http://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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