

**GM SERVICE AND PARTS OPERATIONS  
DCS1394  
URGENT - DISTRIBUTE IMMEDIATELY**

DATE: April 27, 2005

SUBJECT: 05014 / Product Safety Recall  
Ignition Relay Contamination

MODELS: 2004 Buick Rendezvous  
2004 Pontiac Aztek

TO: All Buick and Pontiac Dealers

ATTENTION: Service Manager, Parts Manager and  
Warranty Administrator

**PRODUCT FIELD ACTION ANNOUNCEMENT**

General Motors is announcing Product Safety Recall 05014 today. The total number of vehicles involved is 39,078. Please see the attached bulletin for details.

**Mailing Information**

Customer notification letter mailing will begin on May 4, 2005.

**GM Vehicle Inquiry System (GMVIS)**

GMVIS information will be available on April 28, 2005.

**Service Information System (SI)**

Bulletin 05014 is scheduled to be available in SI on April 28, 2005.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available in GM DealerWorld on April 27, 2005.

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

(See attached file: 05014 bulletin.pdf)

END OF MESSAGE  
GM SERVICE AND PARTS OPERATIONS



File In Section: Product Recalls  
 Bulletin No.: 05014  
 Date: April 2005

# 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

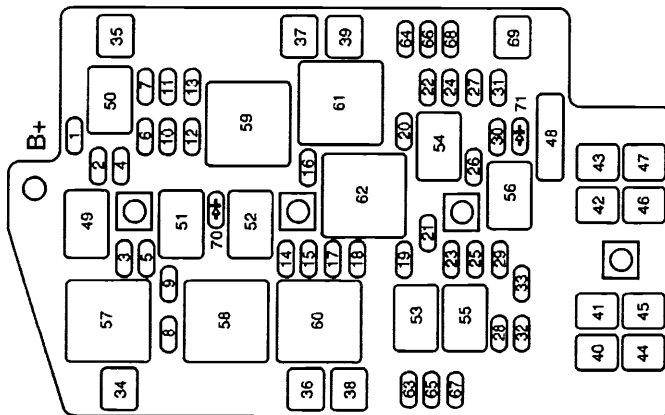
## SERVICE PROCEDURE

### **Tools Required**

- J 43244 Relay Puller Pliers

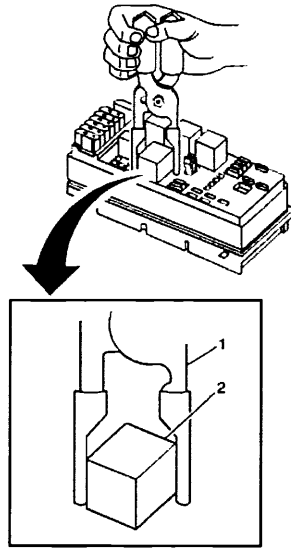
### **Removal Procedure**

1. Remove the electrical center cover.



1406268

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 GMSP0 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/repared 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.



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](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  
05014