

**GM SERVICE AND PARTS OPERATIONS
CS45
URGENT - DISTRIBUTE IMMEDIATELY**

Date: September 23, 2005

Subject: Product Safety Recall Bulletin 05052
L-Series Brake and/or Tail Lamps Inoperative

Models: 2000-2002 Saturn L-Series sedan vehicles and
2000-2004 L-Series wagon vehicles

To: All Saturn Retailers

Attention: General Manager, Sales Manager, Service Manager,
Parts Manager and Warranty Administrator

PRODUCT FIELD ACTION ANNOUNCEMENT

Saturn is announcing Product Safety Recall Bulletin 05052 today. The total number of vehicles involved is 306,732. Please see the attached bulletin for details.

Mailing Information

Saturn customer notification letter mailing will begin on October 17, 2005.

AS400 System (US Saturn Only)

AS400 system information will be available on September 26, 2005.

SSPO will be allocating and shipping initial parts inventory beginning September 19, 2005, as they become available based on the affected vehicle population at your retail facility. Retailers may begin repairs to support customer needs and for involved vehicles currently in inventory.

IMPORTANT: US Saturn retailers must verify recall involvement by running a National Vehicle History (NVH) prior to performing repairs. Recall claims will only be paid on involved vehicles.

PLEASE NOTE: Customer vehicles that have been repaired using the "Y0041" labor operation will still need to have the recall repair performed.

Retailers must discontinue submitting claims using labor operation Y0041 as of 9/28/05 and begin repairing vehicles and submitting claims based on the service procedure contained within Product Safety Recall Bulletin #05052. Labor Operations - V1383 - Install Tail Lamp Bracket Housing Assemblies & Bulbs, V1384 - Loaner/Rental Reimbursement, V1385 - Customer Reimbursement.

The Unfixed VIN Report, provided to facilities monthly (second Sunday), will be transmitted to retailers as scheduled.

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

(See attached file: 05052 bulletin.pdf)

END OF MESSAGE
GM SERVICE AND PARTS OPERATIONS



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: BRAKE AND/OR TAIL LAMPS INOPERATIVE

**MODELS: 2000-2002 SATURN LS
 2000-2004 SATURN LW**

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2000-2002 Saturn LS and 2000-2004 Saturn LW vehicles. The tail lamp housing can become distorted if the brake lamps remain on for an extended period of time. This distortion could cause the brake and/or tail lamps to become inoperative. Reduced visibility or lack of braking indication to following drivers could contribute to a vehicle crash.

CORRECTION

Retailers are to install two new tail lamp bracket housing assemblies and bulbs.

VEHICLES INVOLVED

Involved are **certain** 2000-2002 Saturn LS and 2000-2004 Saturn LW vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2000	Saturn	LS/LW	YY600001	YY703757
2001	Saturn	LS/LW	1Y500002	1Y592301
2002	Saturn	LS/LW	2Y500001	2Y600755
2003	Saturn	LW	3Y500002	3Y580502
2004	Saturn	LW	4Y500005	4Y521322

IMPORTANT: Canadian Saturn retailers 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.]

IMPORTANT: Saturn US retailers must verify recall involvement by running a National Vehicle History (NVH) prior to performing repairs. Not all vehicles within the above breakpoints may be involved. Recall claims will only be paid on involved vehicles.

For Canadian Saturn retailers with involved vehicles, a Campaign Initiation Detail Report (CIDR) containing the complete vehicle identification number, customer name and address

data has been prepared and will be loaded to the GMinfoNet Recall Reports. Retailers will not have a report available 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 – Saturn Canada

For Saturn Canada: 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.

For Saturn US: A pre-shipment of the required parts to perform this recall has been sent to involved Saturn US retailers from Saturn Service Parts Operations (SSPO).

Part Number	Description	Quantity/Vehicle
12450108	Bulb	2
15840425	RH Tail Lamp Bracket Housing Assembly (Wagon)	1
15840426	LH Tail Lamp Bracket Housing Assembly (Wagon)	1
15840427	RH Tail Lamp Bracket Housing Assembly (Sedan)	1
15840428	LH Tail Lamp Bracket Housing Assembly (Sedan)	1

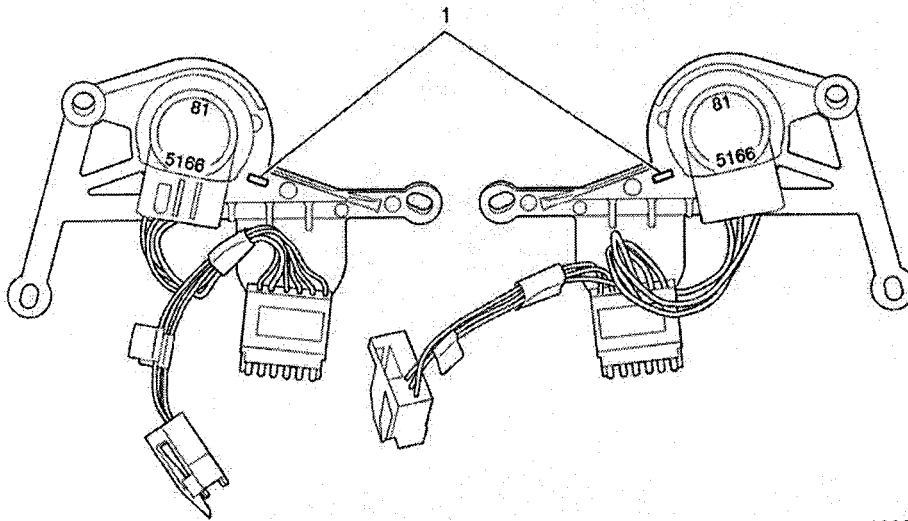
SERVICE PROCEDURE

2000-2002 L-Series Sedan

1. Open the rear compartment and pull back the side carpet to gain access to the tail lamp.

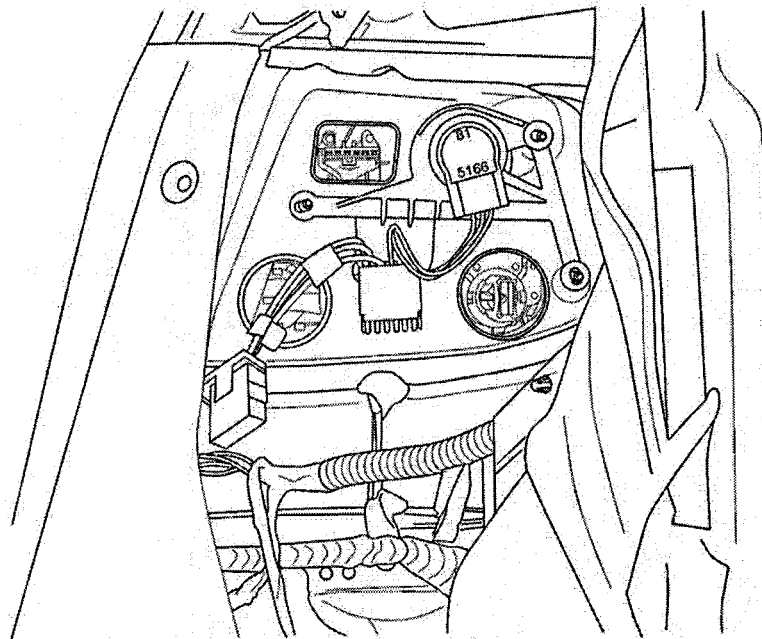
Important: Do not remove the tail lamp assembly from the vehicle.

2. Disconnect or remove the following components from the tail lamp assembly:
 - 2.1 Disconnect the electrical connector from the tail lamp.
 - 2.2 Remove and discard the upper outer gray socket and bulb assembly (brake/tail lamp bulb).
 - 2.3 Remove the three nuts on the rear of the lamp assembly.



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Important: There is a bracket assembly for the left and right tail lamp assembly. Each bracket assembly has a side indicator (1) on the face of the bracket assembly. Refer to the illustration to view the bracket assembly and the location of the side indicator.



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3. Assemble and install the new bracket assembly.
 - 3.1 Install the bulb, P/N 12450108, into the socket in the bracket assembly.
 - 3.2 Position the bulb into the lamp assembly opening and slide the bracket over the three rear lamp studs.

Notice: Refer to Fastener Notice in Cautions and Notices, SI document number 9788.

3.3 Install the nuts to the tail lamp.

Tighten

Tighten the nuts to 3.5 N·m (31 lb in).

3.4 Attach the loose connector from the bracket assembly to the connector on the tail lamp assembly.

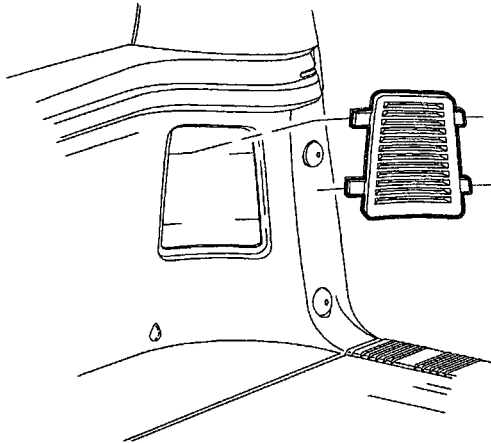
3.5 Attach the body harness connector to the fixed connector on the bracket assembly.

4. Perform the repair procedure on the other tail lamp. Perform Steps 1 - 3.5 and then proceed to Step 5.

5. Verify the function of all tail lamp bulbs.

6. Reposition the side carpet and close the rear compartment.

2000-2004 L-Series Wagon



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1. Open the liftgate and remove the interior rear access panel.

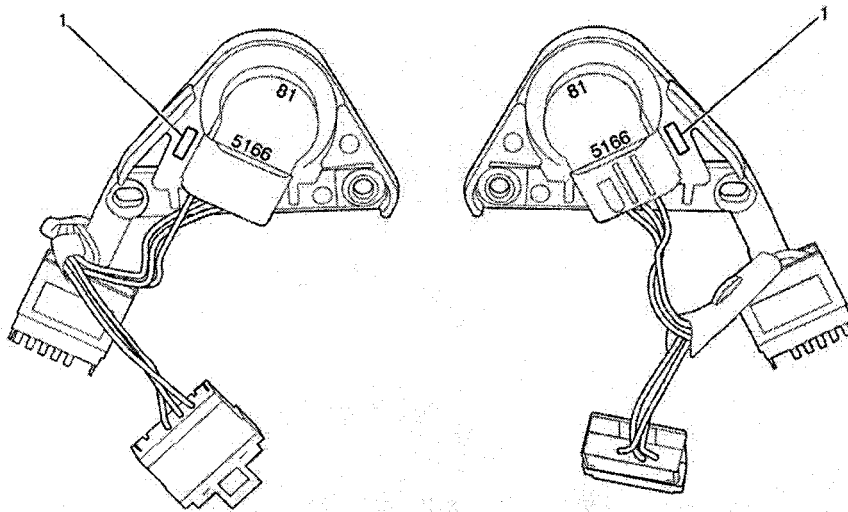
Important: Do not remove the tail lamp assembly from the vehicle.

2. Disconnect or remove the following components from the rear tail lamp assembly:

2.1 Disconnect the electrical connector from the tail lamp.

2.2 Remove the upper two nuts from the tail lamp assembly.

2.3 Remove and discard the upper gray socket and bulb assembly (brake/tail lamp bulb).



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Important: There is a bracket assembly for the left and the right tail lamp assembly. Each bracket assembly has a side indicator (1) on the face of the bracket assembly. Refer to the illustration to view the bracket assembly and location of the side indicator.

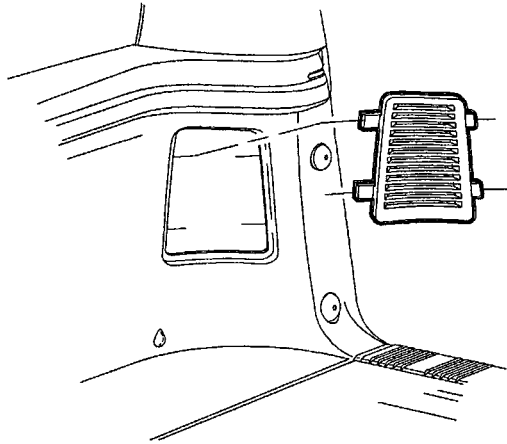
3. Assemble and install the new bracket assembly.
 - 3.1 Install the bulb, PN 12450108, into the socket in the bracket assembly.
 - 3.2 Position the bulb into the lamp assembly opening and slide the bracket over the two lamp studs.
 - 3.3 Install the upper two nuts onto the tail lamp assembly, securing the bracket assembly.

Notice: Refer to the Fastener Notice in Cautions and Notices, SI document number 9788.

Tighten

Tighten the nuts to 3.5 N·m (31 lb in).

- 3.4 Attach the loose connector from the bracket assembly to the connector on the tail lamp assembly.
 - 3.5 Attach the body harness connector to the fixed connector on the bracket assembly.
4. Perform the repair procedure on the other tail lamp. Perform Steps 1 - 3.5 and then proceed to Step 5.
5. Verify the function of all tail lamp bulbs.



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6. Install both of the interior access panels.
7. Close the liftgate.

CUSTOMER REIMBURSEMENT – For Saturn Canada

Customer requests for reimbursement of previously paid repairs to correct the recall condition are to be submitted by October 31, 2006.

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.

CUSTOMER REIMBURSEMENT – For Saturn US

All customer requests for reimbursement for previous repairs for the recall condition are handled by submitting a recall reimbursement claim form directly to Saturn retailers for processing; however, if customers choose, they may file a claim through the Saturn Customer Assistance Center.

A Saturn Customer Reimbursement Procedure and Claim Form is included with the customer letter.

CLAIM INFORMATION – Saturn Canada

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
Install Tail Lamp Bracket Housing Assemblies & Bulbs	4	---	*	MA-96	V1383	0.2	N/A
Customer Reimbursement	N/A	N/A	N/A	MA-96	V1385	0.2	**

* The "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up for tail lamp bracket housing assemblies & bulbs needed to complete the repair.

** The amount identified in the "Net Item" column should represent the dollar amount reimbursed to the customer.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

CLAIM INFORMATION – Saturn US

1. To receive credit, submit a claim with the information below:

REPAIR PERFORMED	PARTS ALLOW	SALE TYPE	CASE TYPE	LABOR OP.	LABOR HRS.	ADMIN HRS.**
Install Tail Lamp Bracket Housing Assemblies & Bulbs	*	WC	VC	V1383	0.2	0.1

* The parts allowance should be the sum total of the current SSPO retailer net price plus 40% of all parts required for the repair.

** Administrative allowance

2. Check your Saturn SERVICELINE.XL Claim Memorandum daily. Remember to code the claim as a WC sale type, and VC case type. Contact your field representative if you need assistance.

3. To receive credit for loaner/rental car costs, submit a claim with the information below:

SERVICE PERFORMED	SALE TYPE	CASE TYPE	LABOR OP.	NET ITEM AMOUNT	NET ITEM CODE	# DAYS RENTAL
Loaner/Rental Reimbursement	WC	VC	V1384	***	C	****
Customer Reimbursement	WC	VC	V1385	*****	R	N/A

*** Net amount must be submitted as a miscellaneous sale. Loaner reimbursement not to exceed \$35/day.

**** Enter number of days vehicle was rented. Not to exceed 1 day.

***** Customer requests for reimbursement of previously paid repairs to replace tail lamp bulb, socket, and/or tail lamp assembly(s).

Customer Reimbursement Claims - Special Attention Required

Customer reimbursement claims must have the date of the (service repair) prior replacement entered into the "repair date" field of the CSO in the "Labor Detail/Comments" screen.

Customer reimbursement claims must have the mileage of the prior repair of the (service repair) entered on the "Service Order Hub" screen in the "miles in" field.

Customer reimbursement claims must have entered into the "technician comments" field the CSO # (if repair was completed at a Saturn Retail Facility) date, mileage, customer name, and any deductibles and taxes paid by the customer.

Customer reimbursement claims must be submitted on a different CSO than the Recall repair. This is because the repair date and mileage differ between the two repairs.

CUSTOMER NOTIFICATION

Saturn will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

RETAILER RECALL RESPONSIBILITY – For Saturn US (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.

RETAILER RECALL RESPONSIBILITY – All

All unsold new vehicles in retailers' 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.

Retailers 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 retailer listing, are to be contacted by the retailer. 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 facility 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**

October 2005

Dear Saturn 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 2000-2002 Saturn LS and 2000-2004 Saturn LW vehicles. The tail lamp housing can become distorted if the brake lamps remain on for an extended period of time. This distortion could cause the brake and/or tail lamps to become inoperative. Reduced visibility or lack of braking indication to following drivers could contribute to a vehicle crash.

What Will Be Done: Your Saturn retailer will install two new tail lamp reinforcing socket adapters and sockets. This service will be performed for you at **no charge**.

How Long Will The Repair Take? Please contact your Saturn retailer as soon as possible to arrange to have this service performed. To allow for effective service scheduling and required paperwork your Saturn retailer will need your vehicle for some period of time. However, once the work begins, the actual service correction will only take approximately 15 minutes to perform.

Contacting Your Retailer: To limit any possible inconvenience, we recommend that you contact your Saturn retailer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your retailer can ensure that the necessary parts will be available on your scheduled appointment date. Should your retailer be unable to schedule a service date within a reasonable time, you should contact the Saturn Customer Assistance Center at 1-800-972-8876. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1-800-833-6000. The Customer Assistance Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

If, after contacting the Saturn 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 40990; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you have already paid for some or all of the cost to have your brake lamps and/or tail lamps replaced for this condition, you will be eligible for reimbursement. If the repair was performed by a Saturn retail facility, please contact your nearest Saturn Retailer to discuss reimbursement. The facility will have all the necessary documentation to process your reimbursement. If the repair was performed by a non-Saturn facility, your Retailer will need your original paid receipts or invoices verifying the repair, proof of payment, and proof of ownership of the vehicle at the time of the repair. Once parts are available, **it will still be necessary to have this recall repair performed on your vehicle, even if you have had previous repairs to the tail lamps.**

We sincerely regret any inconvenience or concern this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Saturn provides you many miles of enjoyable driving.

Saturn
Enclosure
05052