

**GM SERVICE AND PARTS OPERATIONS  
DCS1803  
URGENT - DISTRIBUTE IMMEDIATELY**

Date: June 14, 2007

Subject: 07154 – Noncompliance Recall  
Windshield/Liftgate Glass/Side Stationary Glass Retention  
Replace Glass

Models: 2007 Chevrolet Equinox  
2007 Pontiac Torrent

To: All Chevrolet and Pontiac Dealers

Attention: Service Manager, Parts Manager and Warranty Administrator

**PRODUCT FIELD ACTION ANNOUNCEMENT**

General Motors is announcing Noncompliance Recall 07154 today. The total number of vehicles involved is 10,239.

Vehicles involved in this recall were placed on “stop delivery” via GM Administrative Message #WIL20070008 on May 31, 2007.

- Dealers who are holding more than one involved vehicle in their inventory will be contacted by the Dealer Business Center (DBC) to arrange for return of the vehicles to GM. Until this occurs, these vehicles are not to be sold/delivered to customers. These vehicles are listed in the report titled, “Vehicles Returned to GM”, sent with the message releasing this bulletin.
- Dealers who have only one involved vehicle in their inventory are to replace the windshield, liftgate glass, and side quarter (stationary) glass following the instructions contained in this bulletin. These vehicles are listed in the report titled, “Dealer Repaired Vehicles”, sent with the message releasing this bulletin.
- Customer vehicles, export vehicles, and certain vehicles located in remote areas are to have the windshield, liftgate glass, and side quarter (stationary) glass replaced following the instructions contained in this bulletin. These vehicles are listed in the report titled, “Dealer Repaired Vehicles”, sent with the message releasing this bulletin.

Please see details in the bulletin for more information.

**Mailing Information**

Customer letter mailing will begin June 14, 2007.

**GM Vehicle Inquiry System (GMVIS)**

GMVIS information is currently available.

**Service Information System (SI)**

Bulletin 07154 is scheduled to be available in SI on June 15, 2007.

**Campaign Initiation Detail Report (CIDR)**

No CIDR will be available in DealerWorld. VIN listings with special instructions are attached to this message.

**CLICK ON THE ICONS BELOW TO VIEW  
OR PRINT THE BULLETIN AND VIN LISTINGS**

END OF MESSAGE

GM SERVICE AND PARTS OPERATIONS



# Recall Bulletin



## F/CMVSS NONCOMPLIANCE RECALL

**SUBJECT:** Windshield/Liftgate Glass/Side Stationary Glass Retention – Replace Glass

**MODELS:** 2007 Chevrolet Equinox  
2007 Pontiac Torrent

Vehicles involved in this recall were placed on Stop Delivery on Thursday, May 31, 2007, via message # WIL20070008 (US) or email message (Canada).

- Dealers who have more than one vehicle in inventory will be contacted by GM to arrange for return of the vehicles to GM. **Unsold vehicles are not to be released to customers.** These vehicles will be listed in the report titled, "Vehicles Returned to GM", sent with the Administrative Message releasing this bulletin.
- Dealers who have only one vehicle in inventory are to replace the windshield, liftgate glass, and side quarter (stationary) glass following the instructions contained in this bulletin. These vehicles will be listed in the report titled, "Dealer Repaired Vehicles", sent with the Administrative Message releasing this bulletin.
- Customer vehicles, export vehicles, and certain vehicles located in remote areas are to have the windshield, liftgate glass, and side quarter (stationary) glass replaced following the instructions contained in this bulletin. These vehicles will be listed in the report titled, "Dealer Repaired Vehicles", sent with the Administrative Message releasing this bulletin.

See details in the bulletin for more information.

### CONDITION

General Motors has decided that **certain** 2007 Chevrolet Equinox and Pontiac Torrent model vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard (MVSS) 212, Windshield Mounting. On some of these vehicles, an incorrect primer may have been used when installing the windshield. In the event of a crash, the windshield may not be retained to the extent required by the Standard, increasing the risk of personal injuries to the vehicle occupants.

The same primer may have also been applied to the liftgate glass and the side stationary glass.

CORRECTION

**For vehicles in customer possession, export vehicles, certain vehicles located in remote areas, and inventory vehicles identified in the “Dealer Repaired Vehicles” report,** dealers are to replace the windshield, liftgate glass, and the side stationary glass. A listing of vehicles to repair, titled “Dealer Repaired Vehicles”, has been sent in the Administrative Message releasing this bulletin.

**For vehicles in dealer inventory (greater than one),** dealers are to hold the vehicle. The General Motors will contact dealers to arrange for return of the vehicles to GM. The vehicle transport company that normally services the dealership will facilitate the vehicle pick up. The vehicles will then be inspected, repaired if necessary, and returned to dealers as quickly as possible. A listing of vehicles to be returned to GM, titled “Vehicles Returned to GM”, has been sent in the Administrative Message releasing this bulletin.

VEHICLES INVOLVED

Involved are **certain** 2007 Chevrolet Equinox and Pontiac Torrent vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2007	Chevrolet	Equinox	76119822	76233370
2007	Pontiac	Torrent	76117916	76233369

**Important:** Dealers are to confirm vehicle eligibility prior to beginning repairs by using the GM Vehicle Inquiry System (GMVIS). Not all vehicles within the above breakpoints may be involved.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided through the applicable system listed below. Dealers will not have a report available if they have no involved vehicles currently assigned.

- US dealers - GM DealerWorld Recall Information
- Canadian dealers - GMinfoNet Recall Reports
- Export dealers - sent directly to dealers

The listing 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 and Parts Operations (GMSPO). Please refer to your “involved vehicles listing” before ordering parts. Due to the nature of the parts involved, orders should be placed on a DRO = Daily Replenishment Order. Only in an emergency situation should parts be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
25796533	Windshield	1
15222745	Window, Rr (Tinted)	1
15222744	Window, Rr (Solar)	1
25863864	Window, Qtr (Left – Tinted)	1
25863861	Window, Qtr (Left – Solar)	1
25863863	Window, Qtr (Right – Tinted w/o Antenna)	1
25863865	Window, Qtr (Right – Tinted w/Antenna)	1
25863862	Window, Qtr (Right – Solar)	1
NPN (Obtain Locally)	Urethane Adhesive Kit	1

## SERVICE PROCEDURE

**Important:** This service procedure is to be used on delivered vehicles, export vehicles, certain vehicles located in remote areas, and inventory vehicles identified in the “Dealer Repaired Vehicles” report. **ALL CLAIMS ON VEHICLES REPAIRED USING THIS PROCEDURE THAT ARE NOT LISTED ON THE “DEALER REPAIRED VEHICLES” REPORT, WILL BE DEBITED BACK TO THE DEALER.** If a vehicle has been delivered to a customer and the VIN is not on the report, contact your AVM (US) District Service/District Fixed Operations Manager (Canada) for approval prior to repairs.

**Important:** GM Branded glass must be used for this repair. If this repair will be sublet, inform the installer that GM branded glass **MUST** be used for this repair **and** provide them with a copy of the service procedure found in this bulletin. There are unique instructions required when replacing the glass in these vehicles.

### **Tools and Supplies Required**

- J 24402 A Glass Sealant Cold Knife Remover
- J 39032 Stationary Glass Removal Tool
- Isopropyl Alcohol or Equivalent
- Cartridge-Type Caulking Gun
- Commercial-Type Utility Knife
- Razor Blade Scraper
- Suction Cups
- Plastic Paddle

**Important:** Carefully review the supplemental glass removal instructions below. Refer to SI for a complete list of tools, supplies, and vehicle trim removal and installation procedures. **The urethane and primer instructions in this supplement replace the instructions published in SI for front windshield, liftgate window, and quarter windows.**

## Removing the Glass

1. Cut the glass out by holding the cut-out tool to the edge of the glass with common glass removal technique.
2. Prepare the window opening by cutting the excess urethane from the body.
  - 2.1. During the cut-out process, pull and peel the urethane intermittently in a manner that will separate the urethane from the flange.
  - 2.2. Examine and check for securely bonded urethane, removing any loose urethane.
  - 2.3. If the urethane is securely bonded, skim-cut the urethane leaving 0.5 mm (0.020 in) to 2 mm (0.080 in) on the flange.
  - 2.4. Cut the urethane to remove any ridges, notches, or divots.
  - 2.5. Clean all loose pieces of urethane from the opening.
3. Repair the body bonding surface.
  - 3.1. Locate any areas where the primer/urethane did not adhere to the paint surface.
  - 3.2. If residual primer exists adjacent to the bonding area, remove it by sanding/de-gloss of topcoat with 200 grit GM automotive grade sandpaper.
  - 3.3. Clean the bonding surface using a low-lint paint shop quality rag dampened with the glass bonding adhesive manufacturer's recommended cleaning solvent and allow to flash-dry.

**Notice: DO NOT apply the black body primer on the existing urethane bead.**

- 3.4. Apply black body primer to the topcoat areas where the previous primer/urethane did not adhere, and as needed adjacent to the skim-cut bead. Apply to any exposed metal non-class A surface (viewable paint surface after re-trim).
- 3.5. Allow the black body primer to dry per the primer manufacturer's requirements prior to installing the glass.

## Glass Preparation

1. The glass must be clean, dry, and free of contaminants prior to the primer application.
  - 1.1. Wipe the glass with a clean, low-lint, paint shop quality rag dampened with the glass bonding adhesive manufacturer's recommended cleaning solvent and allow to flash-dry.
2. Allow the solvent to fully flash off prior to the application of the glass primer(s).

**Notice: The black glass primer application must be continuous and streak-free in the bonding area.**

3. Apply the glass primer(s) to the glass blackout (frit) per the adhesive/primer manufacturer's requirements using the original/provided dimensions and locations.
  - 3.1. Re-apply the black glass primer if a second coat is necessary. If clear primer is used, do not re-apply the primer on the black. Use black glass primer on black primer only.

## Urethane Application to the Glass

1. Apply a continuous bead of urethane adhesive over the previously applied glass primers using the original/provided dimensions and locations. The bead should be a minimum of 14 mm (0.6 in) high and 8 mm (0.3 in) wide at the base, in the shape of a blunt triangle.

**Notice:** *Use of an alternative method of urethane application, "bead applied to body," may be used as required/needed.*

**Notice:** *At no time should the applied urethane exceed 5 minutes prior to glass installation.*

2. Install the glass to the vehicle within 5 minutes of the urethane application.
3. If the 5 minute limit is exceeded, scrape/remove the urethane and reapply a new bead.
4. Upon installation, check the left / right positioning (centering) and lightly press the glass into position.
5. Position the glass to ensure that the rear edge of the upper reveal molding does not gap to the roof surface, by shifting the windshield upward.
6. Apply masking tape to hold the glass in place during the urethane cure. Use a tape that will not leave adhesive residue on the vehicle upon removal.
7. Clean any excess urethane adhesive on the show surfaces by wiping immediately with a paint shop quality rag dampened with the glass bonding adhesive manufacturer's recommended cleaning solvent.
8. Remove the masking tape after two hours.

## Service Procedure

1. Remove the windshield, liftgate window, and quarter windows from the vehicle. Refer to *Windshield Replacement, Quarter Window Replacement, and Liftgate Window Replacement* in SI for window removal instructions.
2. Replace the windshield, liftgate window, and quarter windows. Refer to *Windshield Replacement, Quarter Window Replacement, and Liftgate Window Replacement* in SI for window installation instructions.

## 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 sent May 31, 2007, to the date the vehicle is either returned by GM or repaired by the dealer, whichever is applicable. 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** – 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:

<b>REPAIR PERFORMED</b>	<b>PART COUNT</b>	<b>PART NO.</b>	<b>PARTS ALLOW</b>	<b>CC-FC</b>	<b>LABOR OP</b>	<b>LABOR HOURS</b>	<b>NET ITEM</b>
Install Windshield, Quarter Stationary Glass, and Liftgate Glass – Dealer Installed	4	---	*	MA-96	V1645	2.3	**
Install Windshield, Quarter Stationary Glass, and Liftgate Glass – Sublet	N/A	N/A	N/A	MA-96	V1646	0.2***	****
Add: Dealer provided for movement of vehicle to & from sublet location						0.3	
Courtesy Transportation for vehicles within the New Vehicle Limited Warranty (US & Canadian GM Dealers)	N/A	N/A	N/A	MA-96	*****	N/A	*****
Floor Plan Reimbursement (for inventory vehicles only)	N/A	N/A	N/A	MA-96	V1647	N/A	*****
Second PDI, if Necessary (For Use on Vehicles Returned to GM Only)	N/A	N/A	N/A	MA-96	V1648	1.4	N/A

- \* The "Parts Allowance" should be the sum total of the current GMSPD Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for the windshield, quarter stationary glass, liftgate glass needed to complete the repair.
- \*\* The amount identified in the "Net Item" column should represent the actual cost of the urethane adhesive kit required to needed to complete the repair.
- \*\*\* Administrative allowance for sublet repairs only.
- \*\*\*\* The amount identified in the "Net Item" column should represent the actual charge to replace the windshield, quarter stationary glass, and liftgate glass using a sublet repair establishment.
- \*\*\*\*\* 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.
- \*\*\*\*\* 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, see below for explanation.



- For vehicles repaired at the dealership: This reimbursement is limited to the number of days from the date of the stop delivery message, May 31, 2007, to the date the repair is completed and the vehicle is ready for sale, not to exceed 23 days.
- For vehicles that are being shipped to GM, reimbursement is limited to the number of days from the date of the stop delivery message, May 31, 2007, to the date that GM returns the vehicle to your facility.

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
Chevrolet Equinox	\$ 5.43	\$ 5.20
Pontiac Torrent	\$ 5.65	\$ 5.31

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.



June 2007

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2007 model year Chevrolet Equinox and Pontiac Torrent vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 212, Windshield Mounting. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## I M P O R T A N T

- Your vehicle is involved in recall 07154.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### **Why is your vehicle being recalled?**

An incorrect primer may have been used when installing the windshield on your vehicle. In the event of a crash, the windshield may not be retained to the extent required by the Standard, increasing the risk of personal injuries to the vehicle occupants.

The same primer may have also been applied to the liftgate glass and the side stationary glass.

### **What will we do?**

Your GM dealer will replace the windshield, the liftgate glass, and the side stationary glass on your vehicle. This service will be performed for you at **no charge**. It is likely that your dealer will need your vehicle longer than the actual glass replacement time of approximately 2 hours and 20 minutes because of service scheduling requirements.

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.

### **What should you do?**

You and your passengers should always use your vehicle's safety belts or, for infants and children, an appropriate child restraint.

You should contact your GM dealer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

### **Do you have**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center

**questions?**

at the number listed below. More information about this recall can be found at the Owner Center at MyGMLink, <http://www.gm.com/recall>

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
Guam	1-671-648-8650	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied 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 St., SW, Washington DC 20590, 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.

Scott Lawson  
General Director,  
Customer and Relationship Services

Enclosure  
07154