

**GM SERVICE AND PARTS OPERATIONS  
DCS1920  
URGENT - DISTRIBUTE IMMEDIATELY**

Date: November 27, 2007

Subject: 06230 - Product Safety Recall  
Fuel Tank Housing Fracture – Replace Fuel Tank

Models: 2001-2004 Pontiac Montana and Aztek (Regular Wheelbase)  
2002-2004 Chevrolet Venture (Regular Wheelbase)  
2002-2004 Buick Rendezvous

To: All Chevrolet, Pontiac and Buick Dealers

Attention: Service Manager, Parts Manager, and Warranty Administrator

**PRODUCT FIELD ACTION ANNOUNCEMENT**

General Motors is announcing Product Safety Recall 06230 today. Please see details in the bulletin for more information.

Due to part availability, this recall is being administered in two phases. The first phase will consist of 5,401 Chevrolet Venture and Pontiac Montana vehicles. The second phase will consist of 15,206 Buick Rendezvous and Pontiac Aztek vehicles. All involved vehicles have been loaded into GMVIS.

**Mailing Information**

Customer letter mailing for the first phase will begin on December 4, 2007.  
Customer letter mailing for the second (final) phase will begin on December 13, 2007.

**GM Vehicle Inquiry System (GMVIS)**

GMVIS information is currently available.

**Service Information System (SI)**

Bulletin 06230 is scheduled to be available in SI on November 28, 2007.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available in DealerWorld today, November 27, 2007.

**CLICK ON THE ICON BELOW TO  
VIEW OR PRINT THE BULLETIN**

END OF MESSAGE  
GM SERVICE AND PARTS OPERATIONS



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Fuel Tank Housing Fracture – Replace Fuel Tank

**MODELS:** 2002-2004 Buick Rendezvous  
 2001-2004 Chevrolet Venture (Regular Wheelbase)  
 2001-2004 Pontiac Aztek, Montana (Regular Wheelbase)

Due to part availability, this recall is being administered in two phases. The first phase will consist of Chevrolet Venture and Pontiac Montana vehicles. The second phase will be Buick Rendezvous and Pontiac Aztek vehicles. All involved vehicles will be loaded into GMVIS at the time of the first phase. You will be notified when the second phase is launched.

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2002-2004 Buick Rendezvous; 2001-2004 Chevrolet Venture (regular wheelbase), and Pontiac Aztek and Montana (regular wheelbase) vehicles. Variations in the manufacturing process or exposure to high temperatures may lead to a fracture of the fuel tank inlet check valve (ICV) on some of these vehicles. A fracture may allow fuel vapors to pass through and allow droplets of fuel to accumulate on the side of the fuel tank. If this condition occurred and a sufficient amount of fuel leaked out, and if an ignition source was present, a vehicle fire could occur.

### CORRECTION

Dealers are to replace the fuel tank.

### VEHICLES INVOLVED

Involved are 2002-2004 Buick Rendezvous; 2001-2004 Chevrolet Venture (regular wheelbase), and Pontiac Aztek and Montana (regular wheelbase) vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2002	Buick	Rendezvous	2S500093	2S609042
2003	Buick	Rendezvous	3S500381	3S610198
2004	Buick	Rendezvous	4S500059	4S547079
2001	Chevrolet	Venture	1D100243	1D339568
2002	Chevrolet	Venture	2D100159	2D307132

VEHICLES INVOLVED, Cont'd.

YEAR	DIVISION	MODEL	FROM	THROUGH
2003	Chevrolet	Venture	3D100071	3D325716
2004	Chevrolet	Venture	4D100148	4D187088
2001	Pontiac	Aztek	1S500170	1S550080
2002	Pontiac	Aztek	2S549384	2S608951
2003	Pontiac	Aztek	3S500689	3S609928
2004	Pontiac	Aztek	4S500064	4S547226
2001	Pontiac	Montana	1D100277	1D339039
2002	Pontiac	Montana	2D100124	2D305093
2003	Pontiac	Montana	3D100064	3D326081
2004	Pontiac	Montana	4D104194	4D173320

**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 GM DealerWorld Recall Information. Dealers will not have a report available if they have no involved vehicles currently assigned.

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. 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
10346662	Tank, Fuel (Rendezvous, Aztek)	1
22681652	Gasket, Fuel Sdr (Rendezvous, Aztek)	1
10345684	Tank, Fuel (Venture, Montana)	1

SERVICE PROCEDURE

1. Remove the fuel tank from the vehicle. Refer to *Fuel Tank Replacement* in SI.
2. Install the new fuel tank. Refer to *Fuel Tank Replacement* in SI.

CUSTOMER REIMBURSEMENT

All customer requests for reimbursement of previously paid repairs for the recall condition will be handled by the Customer Assistance Center, not by dealers and are to be submitted by December 31, 2008.

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

**IMPORTANT:** Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

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
Replace Fuel Tank • Aztek, Rendezvous • Montana, Venture	2 1	---	*	MA-96	V1704	1.4	N/A
Customer Reimbursement (US CAC)	N/A	N/A	N/A	MA-96	V1705	0.2	**

\* The "Parts Allowance" should be the sum total of the current GMSPD Dealer net price plus applicable Mark-Up for the fuel tank, and on Aztek and Rendezvous vehicles, the gasket 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.

CUSTOMER NOTIFICATION

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

DEALER RECALL RESPONSIBILITY

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.

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.



December 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 a defect that relates to motor vehicle safety exists in certain 2002-2004 model year Buick Rendezvous; 2001-2004 model year Chevrolet Venture (regular wheelbase); and Pontiac Aztek and Montana (regular wheelbase) vehicles. 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.

### IMPORTANT

- Your vehicle is involved in safety recall 06230.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

**Why is your vehicle being recalled?**

Variations in the manufacturing process or exposure to high temperatures may lead to a fracture of the fuel tank inlet check valve on your vehicle. A fracture may allow fuel vapors to pass through and allow droplets of fuel to accumulate on the side of the fuel tank. If this condition occurred and a sufficient amount of fuel leaked out, and if an ignition source was present, a vehicle fire could occur.

**What will we do?**

Your GM dealer will replace the fuel tank. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 1 hour and 25 minutes.

**What should you do?**

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.

**Did you already pay for this repair?**

The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center 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)
Buick	1-866-608-8080	1-800-832-8425
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, 1200 New Jersey Avenue, SE, 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  
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