

GM SERVICE AND PARTS OPERATIONS
DCS1860
URGENT - DISTRIBUTE IMMEDIATELY

DATE: September 24, 2007

SUBJECT: 07263 – Noncompliance Recall
Seat Stud Strength – Inspect Seat Studs

MODELS: 2008 Pontiac Solstice
2008 Saturn Sky

TO: All Pontiac Dealers and Saturn Retailers

ATTENTION: Service Manager, Parts Manager and Warranty Administrator

PRODUCT FIELD ACTION ANNOUNCEMENT

General Motors is announcing Noncompliance Recall 07263. The number of vehicles involved is 555. Please see the attached bulletin for details.

Mailing Information

Customer notification letters will be mailed on October 10, 2007.

GM Vehicle Inquiry System (GMVIS)

GMVIS information will be available on September 25, 2007.

AS400 System (Saturn Retailers)

The AS400 System for Saturn Retailers is currently available.

Service Information System (SI)

Bulletin 07263 will be available in SI on September 25, 2007.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in DealerWorld on October 3, 2007.

It is estimated that only 5% or less of involved vehicles will require the installation of a replacement seat stud. Please order parts accordingly.

**CLICK ON THE ICON BELOW TO VIEW
OR PRINT THE ATTACHED DOCUMENT**

END OF MESSAGE
GM SERVICE AND PARTS OPERATIONS



Recall Bulletin



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Seat Stud Strength – Inspect Seat Studs

MODELS: 2008 Pontiac Solstice
 2008 Saturn Sky

CONDITION

General Motors has decided that certain 2008 model year Pontiac Solstice and Saturn Sky vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standards 207 and 210 for seating systems and seat belt assembly anchorages. These vehicles may have one or more inboard seat stud fasteners that do not meet GM's specification for strength. In the event of a crash, the seat and seat belt assembly may not restrain the occupant as intended and could result in injury to the occupant.

CORRECTION

Dealers/retailers are to inspect the inboard seat studs, and if necessary, remove the stud and install a bolt.

VEHICLES INVOLVED

Involved are **certain** 2008 model year Pontiac Solstice and Saturn Sky vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2008	Pontiac	Solstice	8Y108600	8Y109991
2008	Saturn	Sky	8Y108605	8Y109981

Important: Dealers/retailers are to confirm vehicle eligibility prior to beginning repairs by using the system(s) below. Not all vehicles within the above breakpoints may be involved.

- GM dealers and Canadian Saturn/Saab retailers should use GMVIS.
- Saturn US retailers should use AS400 system.

For dealers/retailers 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/retailers will not have a report available if they have no involved vehicles currently assigned.

- US GM dealers - GM DealerWorld Recall Information
- Canadian GM/Saturn/Saab dealers/retailers - GMinfoNet Recall Reports
- US Saturn retailers - Facility VIN List (included with bulletin in GM DealerWorld)

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

GM and Saturn Canada Only - 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.

Saturn US Only – Saturn will not be doing a pre-shipment of parts for this bulletin. Please place orders for the required parts as necessary.

Part Number	Description	Quantity/Vehicle
11516328*	Bolt Asm	1-4, If Needed
11562303	Washer (Front bolts will require 1 washer; rear bolts will require 1 or 2 washers)	As Needed

*** Important: It is estimated that only 5% or less of involved vehicles will require the installation of the bolt. Please order parts accordingly.**

SERVICE PROCEDURE

Seat Adjuster Stud Inspection

Important: Inspect all of the inboard seat adjuster studs.

- If any of the inboard seat adjuster studs **do NOT** pass inspection, refer to *Seat Adjuster Stud Removal* in this bulletin. Only replace the seat adjuster studs that **do NOT** pass inspection.
- If **all** of the inboard seat adjuster studs **pass** the inspection, no further action is required.



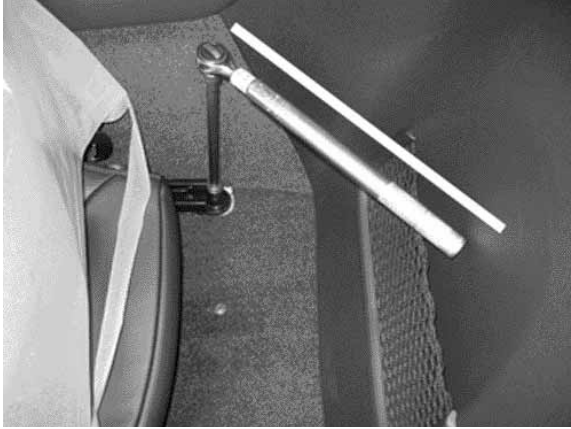
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1. Place a 50 N-m wrench on the front driver's side inboard stud and align the handle with the tunnel.



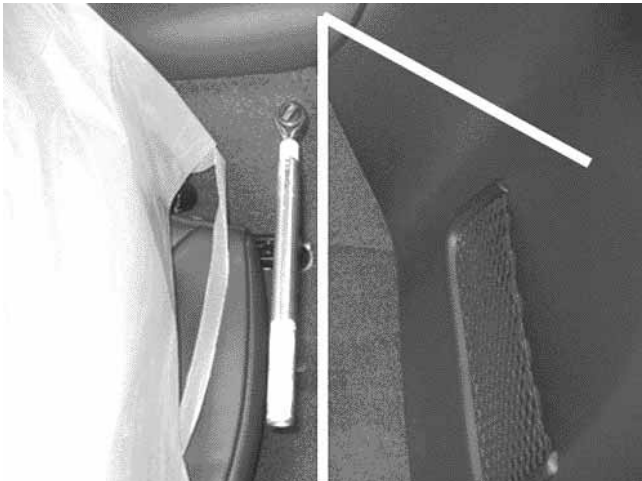
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2. Pull the wrench until it clicks.
 - If the wrench clicks at or less than 45 degrees, the stud is good.
 - If the wrench pulls beyond 45 degrees and does not click, the stud is suspect and needs to be replaced.



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3. Place the 50 N-m wrench on the rear driver's side inboard stud and rotate the handle to the rear trim panel.



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4. Pull the wrench until it clicks. Use the rear edge of seat as guide.
 - If the wrench clicks at or less than 45 degrees, the stud is good.
 - If the wrench pulls beyond 45 degrees and does not click, the stud is suspect and needs to be replaced.



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5. Place the 50 N·m wrench on the front passenger side inboard stud and align the handle with the tunnel.



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6. Pull the wrench until it clicks. Use the floor bump as a guide.
- If the wrench clicks at or less than 45 degrees, the stud is good.
 - If the wrench pulls beyond 45 degrees and does not click, the stud is suspect and needs to be replaced.



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7. Place the 50 N-m wrench on the rear passenger side inboard stud and rotate the handle to the rear of the folded seat back.



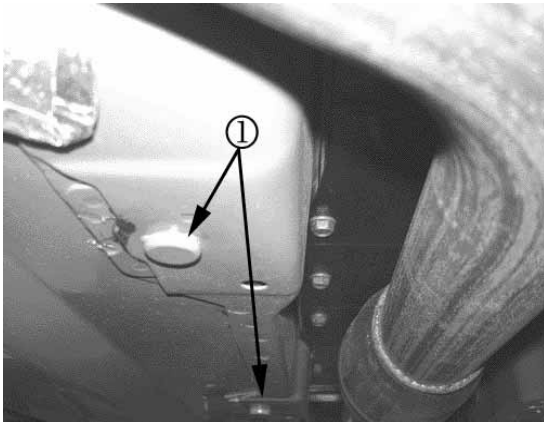
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8. Pull the wrench until it clicks. Use the rear edge of the seat as a guide.
 - If the wrench clicks at or less than 45 degrees, the stud is good.
 - If the wrench pulls beyond 45 degrees and does not click, the stud is suspect and needs to be replaced.

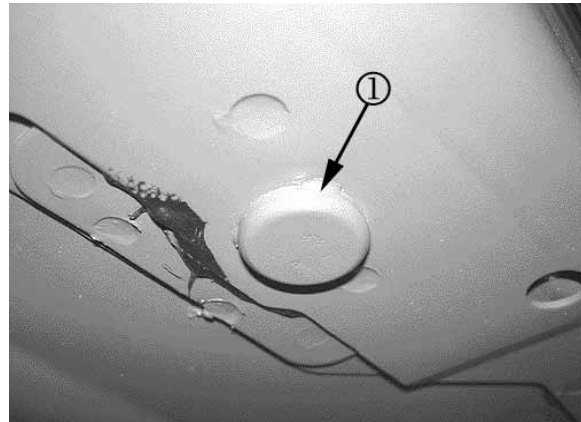
SEAT ADJUSTER STUD REMOVAL

Important: Adjust the seat forward or rearward to access the seat adjuster nuts.

1. Remove the front and/or rear inboard seat adjuster nuts, as required, from the front driver and/or passenger seats.
2. Lift and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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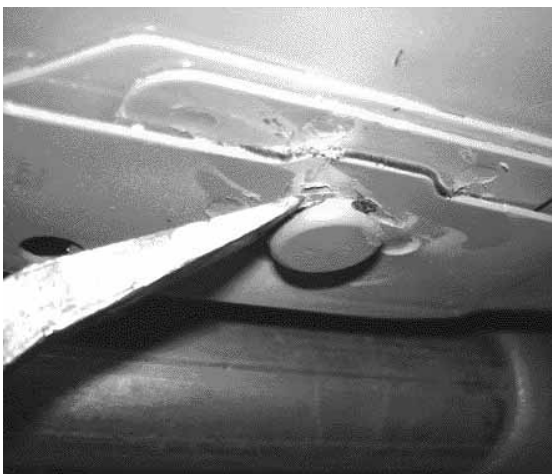
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3. Locate the four inboard seat adjuster stud caps (1). The seat adjuster stud caps (1) are 22 mm (7/8 in) in size.



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4. Using a grinder (or equivalent tool), remove the three spot welds from the cap of each seat adjuster stud that is to be replaced.

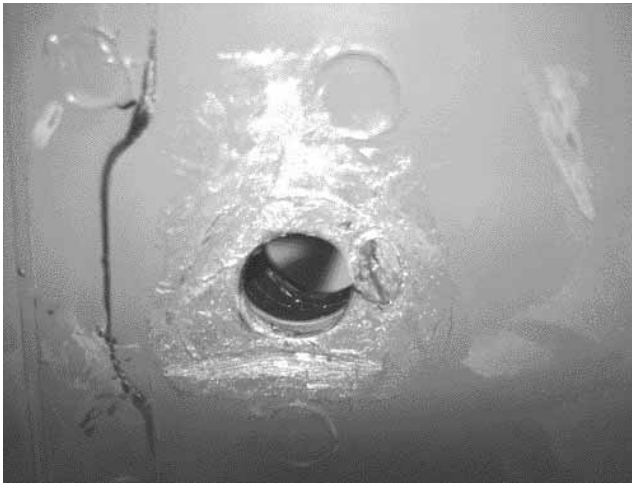


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5. Using a pry bar, remove the seat adjuster studs.



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Caution: Carefully read and perform Steps 6.0 through 10.0 as instructed in this bulletin. Failure to perform Steps 6.0 through 10.0 as written may increase the chance of corrosion damage or limit the operation of moving parts, resulting in personal injury.

Important: Bare metal surfaces must be treated with a metal conditioner and re-primed prior to assembly. Refer to the GM Approved Refinish Materials Book GMP/NGM4901 M-D (GMW 15406 Global Approved Refinished Booklet - October 2007) that identifies the paint systems you may use. Refer to *Anti-Corrosion Treatment and Repair* in SI for more information.

6. Clean and prepare a small area around the seat adjuster stud holes to ensure that the metal surface around the holes is smooth. Do not remove a large area of paint around the seat adjuster stud holes.
 - 6.1 Clean the weld areas with an abrasive wheel.
 - 6.2 Treat the bare metal. Refer to the recommendation of the Paint Manufacturer. Refer to *Anti-Corrosion Treatment and Repair* in SI for more information.
 - 6.3 Apply a grey epoxy primer to the repair area. Select a product from the GM Approved Refinish Materials Book GMP/NGM4901 M-D (GMW 15406 Global Approved Refinished Booklet - October 2007).
 - 6.5 Scuff-sand and wipe the residue off of the repair area with a cleaning solvent.
 - 6.6 Spray 3M 8374 Ultrapro MSP Sprayable Seam Sealer (or equivalent) on the repaired areas.
 - 6.7 Re-apply grey epoxy as a sealer coat. If the underbody has a colored exterior overspray, duplicate it by lightly spraying the appropriate exterior body color.

Notice: Two (2) technicians are required to perform Steps 7-10. To avoid part damage, ensure that a new washer is installed with the new bolt. If the seat track contacts the seat adjuster bolt, remove the bolt and re-install the bolt using an additional washer. **Do Not** use more than two washers with the new bolt.

7. Insert a new washer and bolt into the front and/or rear inboard seat adjuster stud hole(s).
8. Lower the vehicle.

9. Using a torque wrench, tighten the front and/or rear inboard seat adjuster nuts (driver and passenger seat).

Tighten

Tighten the front and/or rear inboard seat adjuster nut(s) to 45 N·m (33 ft lb).

Important: The seat back should be in the upright position and not the fully reclined position for the seat track to achieve the full rear position.

10. Test the function of the seat. Sit in the seat and adjust the seat to the full forward and rearward positions.
 - If the rear inboard seat adjuster bolt contacts the seat track and limits the range of seat adjustment, remove the seat bolt and add one additional washer to the seat bolt. Use no more than two washers to adjust the clearance between the seat track and seat adjuster bolt. Perform Steps 7-10 again.
 - If the seat can be moved to the full forward and rearward positions without contact, no further action is required.

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 program 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. GM Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines. Saturn US retailers should refer to GM messenger bulletins SAG20060292/SAG20060295 for Courtesy Transportation guidelines. Saturn Canada retailers should refer to applicable Home Office letter on this subject.

CLAIM INFORMATION – GM and Saturn Canada Only

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
Inspect Seat Adjuster Studs – No Further Action Required	N/A	N/A	N/A	MA-96	V1716	0.2	N/A
Inspect Seat Adjuster Studs & Remove 1 Stud	2-3	---	*	MA-96	V1717	0.6	**
Add: Remove 2 Studs & Install Bolts	2-3					0.4	
Add: Remove 3 Studs & Install Bolts	4-6					0.8	
Add: Remove 4 Studs & Install Bolts	6-8					1.2	
Courtesy Transportation for vehicles within the New Vehicle Limited Warranty (US & Canadian GM Dealers)	N/A	N/A	N/A	MA-96	***	N/A	

* The "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up for bolt(s) and washer(s) needed to complete the repair.

** The amount identified in the "Net Item" column should represent the actual sum total for the solvent, rust inhibitor, primer, sealer, and paint used to complete the repair, not to exceed \$10.00 USD, \$10.24 CAD.

*** 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.

CLAIM INFORMATION – Saturn US Only

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.**	Net Item Amount	Net Item Code
Inspect Seat Adjuster Studs – No Further Action Required	N/A	WC	VC	V1716	0.2	0.1	N/A	N/A
Inspect Seat Adjuster Studs & Remove 1 Stud	*	WC	VC	V1717	0.6	0.1	***	M
Add: Remove 2 Studs					0.4			
Add: Remove 3 Studs					0.8			
Add: Remove 4 Studs					1.2			

* 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

*** The amount identified in the "Net Item" column should represent the actual sum total for the solvent, rust inhibitor, primer, and sealer used to complete the repair, not to exceed \$10.00.

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. Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in GM messenger bulletins SAG20060292/SAG20060295.

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 – For 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.

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 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.



October 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 2008 model year Pontiac Solstice and Saturn Sky vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standards 207 and 210 for seating systems and seat belt anchorages. 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 07263.
- Schedule an appointment with your GM dealer/retailer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have one or more inboard seat stud fasteners that do not meet GM's specification for strength. In the event of a crash, the seat and seat belt assembly may not restrain the occupant as intended and could result in injury to the occupant.

What will we do?

Your GM dealer/retailer will inspect the inboard seat studs, and if necessary, remove the stud and install a bolt. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer/retailer will need your vehicle longer than the actual inspection time of approximately 15 minutes. If the inspection determines that there are studs that require removal, an additional 25 minutes to 1 hour and 40 minutes will be required.

If your vehicle is within the New Vehicle Limited Warranty your dealer/retailer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership/facility for this repair. Please refer to your Owner's Manual and your dealer/retailer for details on courtesy transportation.

What should you do?

You should contact your GM dealer/retailer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer/retailer. 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 questions?

If you have questions or concerns that your dealer/retailer 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)
Pontiac	1-800-620-7668	1-800-833-7668
Saturn	1-800-972-8876	1-800-833-6000
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/retailer 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
07263