

GM SERVICE AND PARTS OPERATIONS  
DCS2042  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 13, 2008

Subject: 07273 - Safety Recall  
Front Door Glass Shatter – Replace Bolts

Models: 2003-2004 Pontiac Vibe Equipped with Power Windows

To: All Pontiac Dealers

Attention: Service Manager, Parts Manager and Warranty Administrator

**PRODUCT FIELD ACTION ANNOUNCEMENT**

General Motors is announcing Safety Recall 07273 today. The total number of vehicles involved is 137,850. Please see the attached bulletin for details.

**Mailing Information**

Customer letter mailing will begin on May 21, 2008.

**GM Vehicle Inquiry System (GMVIS)**

GMVIS information is currently available.

**Service Information System (SI)**

Bulletin 07273 is scheduled to be available in SI on May 14, 2008.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available in DealerWorld today, May 13, 2008.

**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:** Front Door Glass Shatter – Replace Bolts

**MODELS:** 2003-2004 Pontiac Vibe  
Equipped with Power Windows

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **all** 2003-2004 model year Pontiac Vibe vehicles equipped with power windows. On some of these vehicles, bolts in the front door that attach the window to the window regulator may begin to loosen, resulting in a popping or clicking sound when the window is operated. If either bolt continues to loosen and separates from the window regulator, the glass may shatter during window operation, which could cause possible injury.

### CORRECTION

Dealers are to replace the window regulator bolts in both front doors.

### VEHICLES INVOLVED

Involved are **all** 2003-2004 model year Pontiac Vibe vehicles equipped with power windows and built within these VIN breakpoints:

Year	Division	Model	From	Through
2003	Pontiac	Vibe	3Z400002	3Z484274
2004	Pontiac	Vibe	4Z400001	4Z472044

**Important:** Dealers are to confirm vehicle eligibility prior to beginning repairs by using the GM Vehicle Information 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

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.

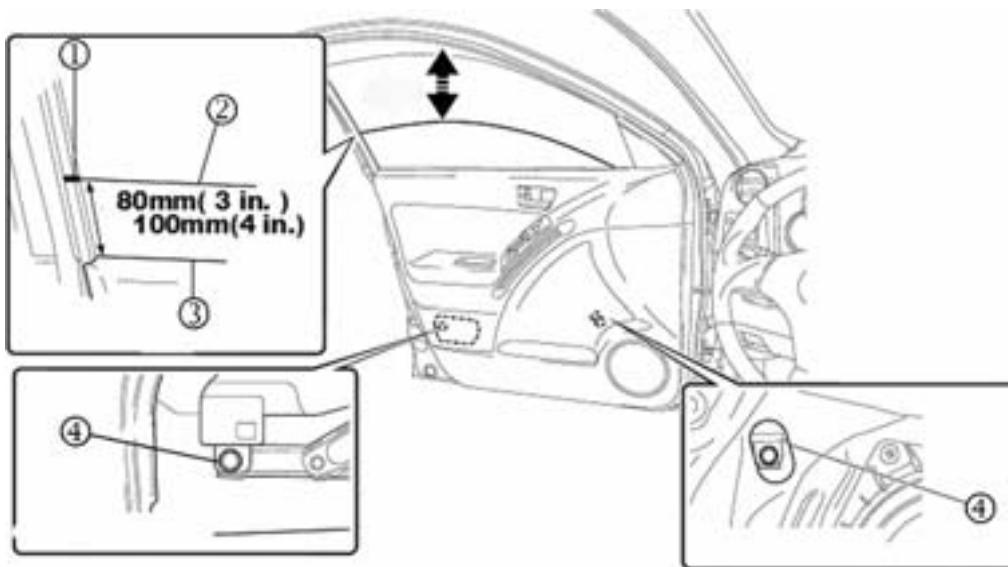
### PARTS INFORMATION

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
94859512	Bolt, Frt S/D Wdo	4
Obtain Locally	3M Windo-Weld (Window-Weld) Round Ribbon Sealer, ¼ in x 15 ft (6.4 mm x 4.6 m), 3M Part Number 08610	2 m (79 in) (If Req'd)

### SERVICE PROCEDURE

#### Front Door Glass Bolt Replacement

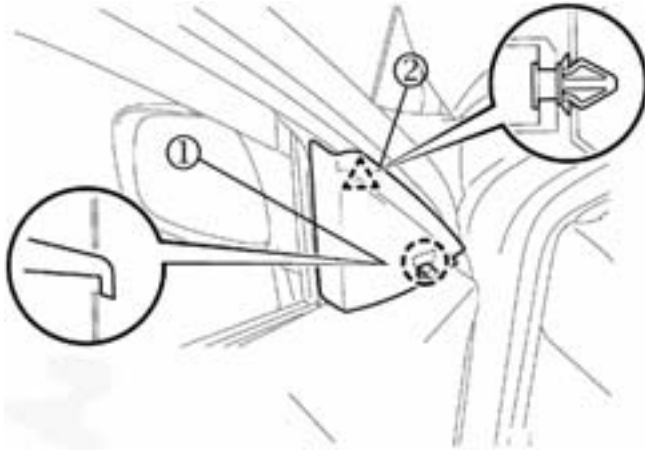


- (1) Tape Mark Location                      (3) Front Door Trim  
 (2) Front Door Glass                        (4) Service Hole Perspective View

2094268

**Caution:** Avoid hands and face being caught by the front door glass when adjusting the height of the front door glass.

1. Adjust the front door glass to align the position of the front door glass bolt with the service hole.
2. Approximately 100 mm (4 in) from the top of the front door trim board, mark off 80 mm (3 in) with tape.
3. Adjust the front door window glass to align with the tape marking.



- (1) Claw
- (2) Clip

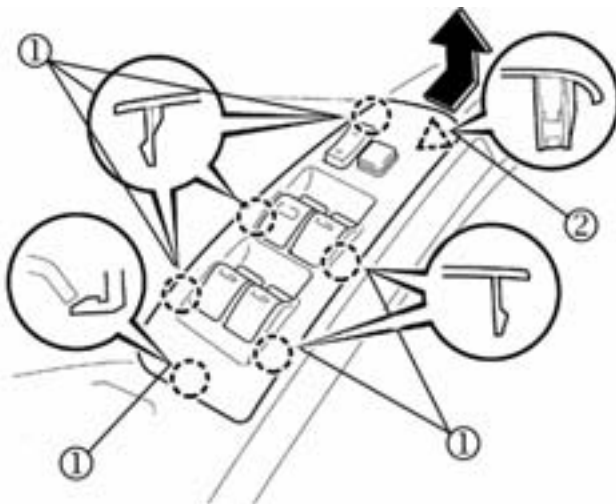
2092965

**Notice:** Unhook the clip before unhooking the claw to prevent breaking the bracket garnish.

- 4. Remove the clip and unhook the claws to remove the front door lower frame bracket garnish.

**Notice:** Wrap protective tape around the head of the flathead screwdriver to avoid scratching the power window switch or trim board.

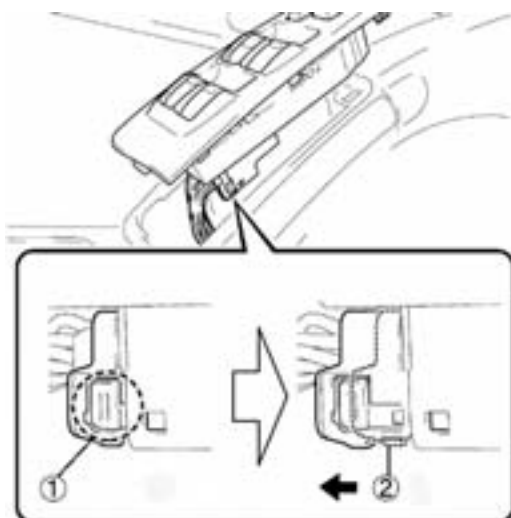
- 5. Using a flathead screwdriver with protective tape wrapped around the head, remove the six (6) clips and claws to separate the power window switch.



- (1) Claw
- (2) Clip

2092958

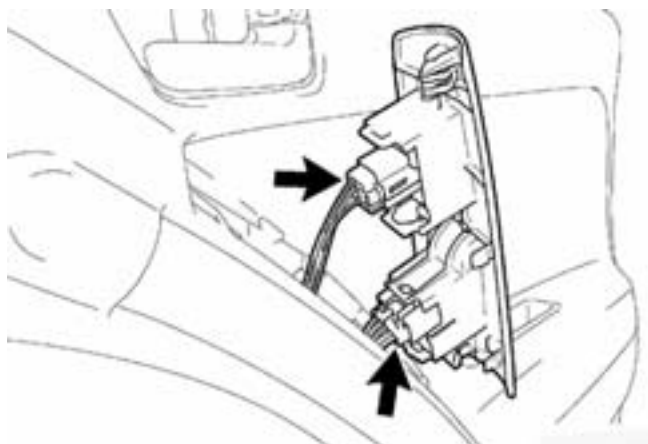
- 6. Remove the power window switch:



- (1) Push Claw
- (2) Pull

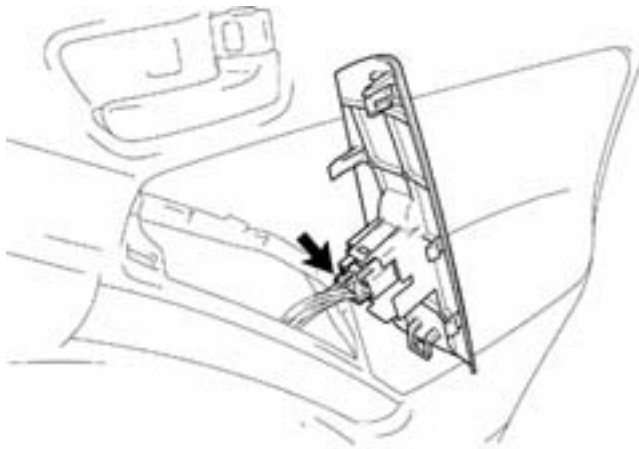
2092973

- For LH – Unlock and remove the connector. Refer to the illustration.



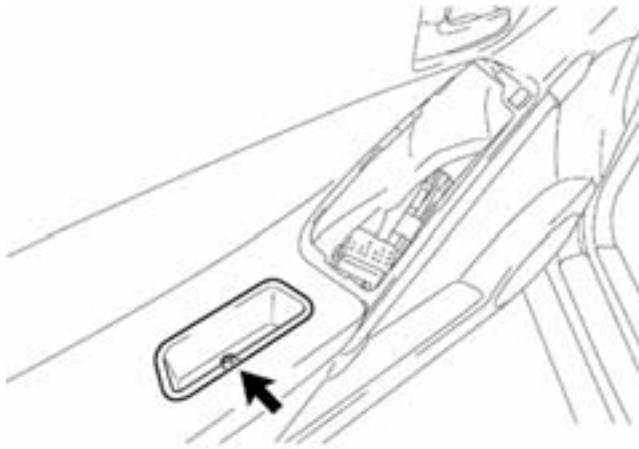
2092983

- For RH (with door lock switch) – Disconnect the two (2) connectors.



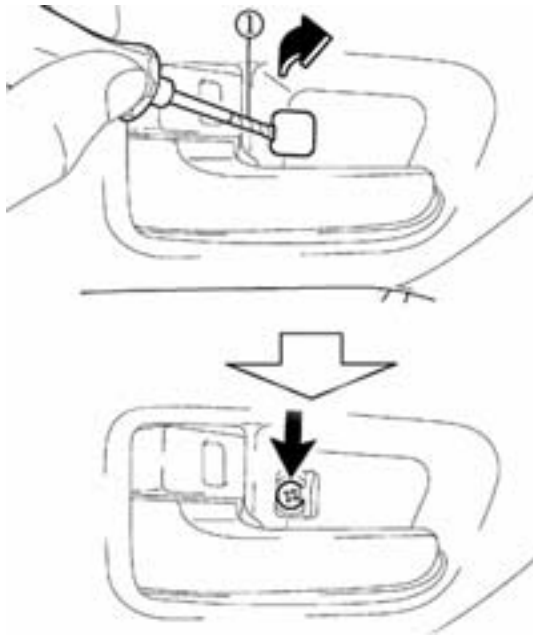
2092935

- For RH (without door lock switch) – Disconnect the connector.



2092928

7. Remove the screw from the door pull handle, and remove the handle.

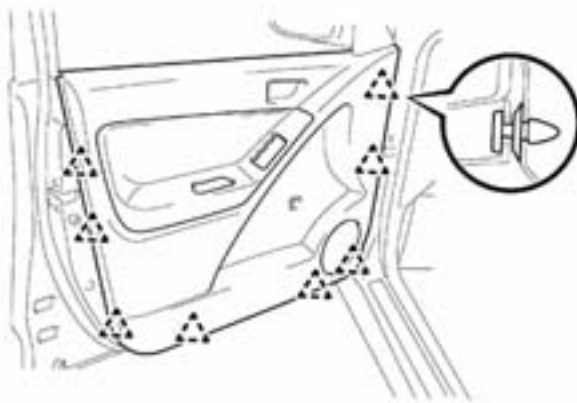


(1) Protective Tape

2092962

**Notice:** Wrap protective tape around the head of the flathead screwdriver to avoid scratching the power window switch or trim board.

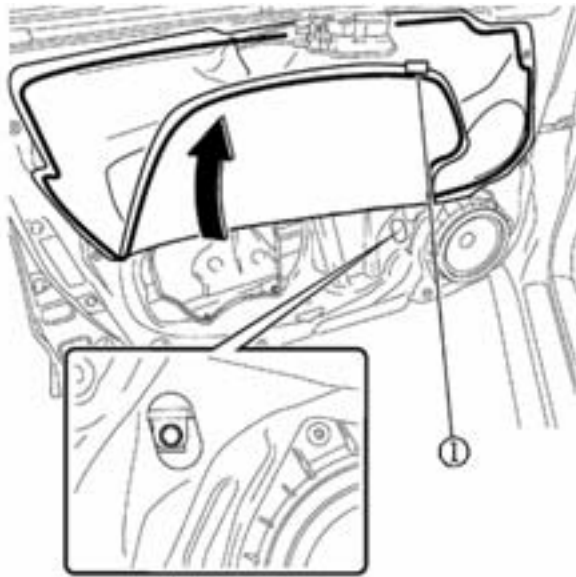
8. Remove the screw.
9. Remove the front door trim board.



2092960

**Notice:** Avoid damaging the inside handle when removing the trim board.

10. Remove the eight (8) clips and remove the trim board.



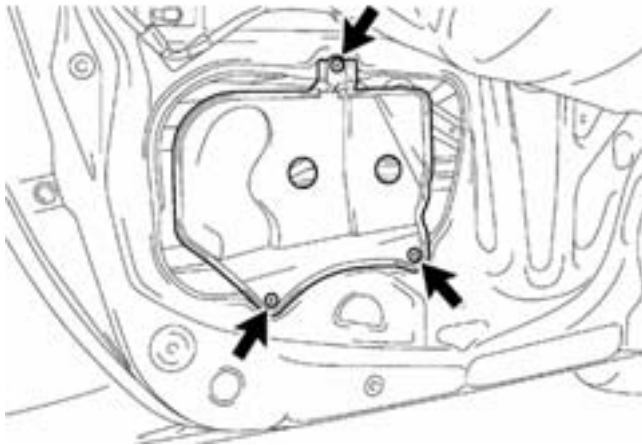
(1) Tape Used to Secure Service Center

2092978

**Notice:** Pull the service cover up carefully to avoid damaging the service cover.

**Notice:** Do not allow butyl tape to adhere to any parts.

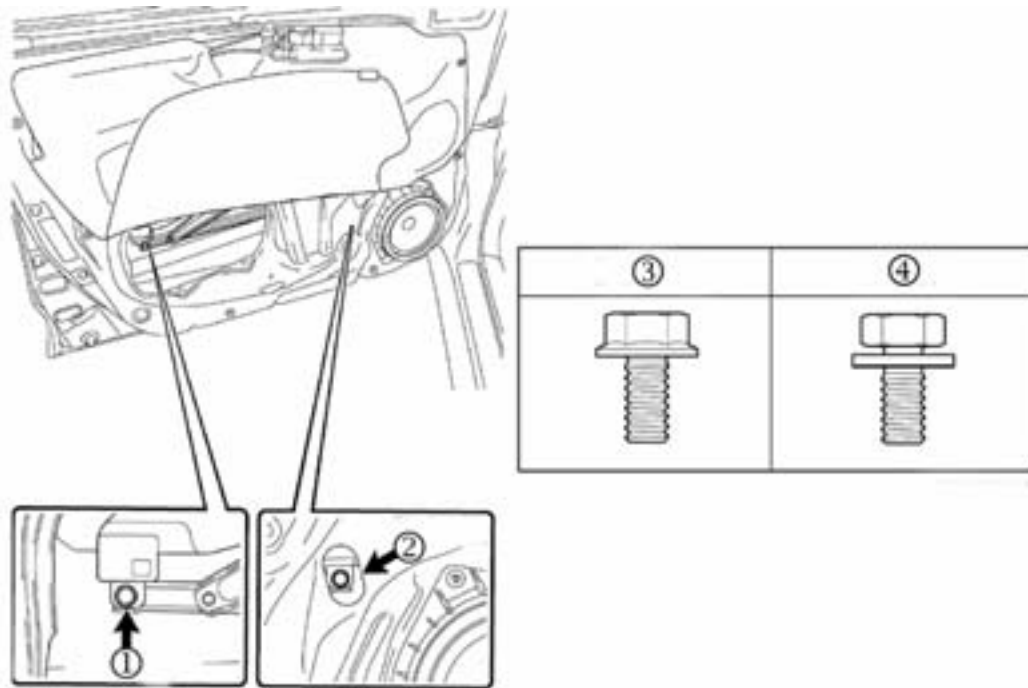
11. Pull up on the service hole cover until the bolt for the front door glass is visible, and then secure the cover in place with tape.



2092980

12. Remove the three (3) screws in the front door side panel plate, and then remove the side plate.





(1) Bolt 1 Location  
(2) Bolt 2 Location

(3) First Design Bolt  
(4) Second Design Bolt

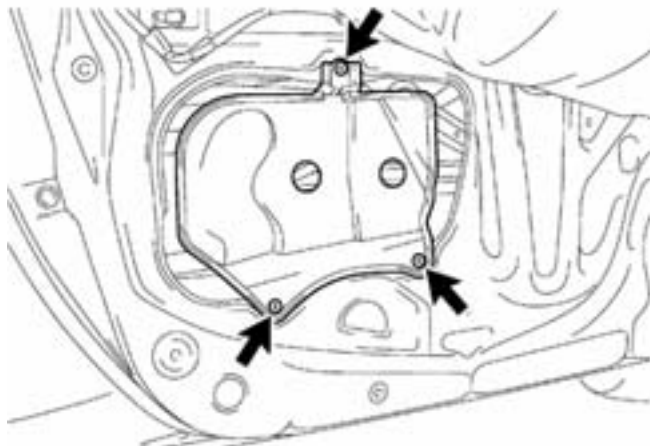
2092916

**Caution:** Remove and install bolts one at a time to prevent the door glass from falling. Do not shake or move the vehicle to prevent the door glass from falling.

- 13. Remove the first design bolt (1), which is securing the front door glass, and install a second design bolt (4). Finger-tighten.
- 14. Remove the first design bolt (2), which is securing the front door glass, and install a second design bolt (4). Finger-tighten.
- 15. Tighten both bolts.

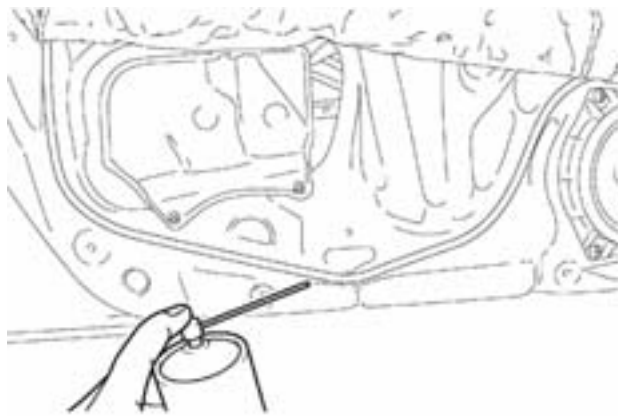
**Tighten**

Tighten to 9 N·m (80 lb in).



2092980

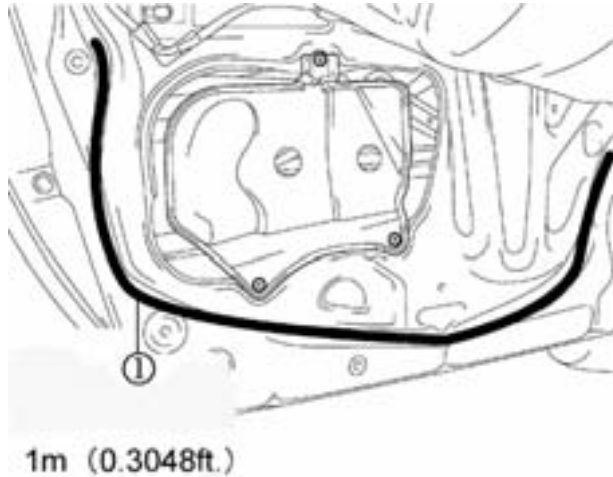
16. Reinstall the three (3) bolt screws in the front door side panel.



2092926

**Important:** Do not perform Steps 17 and 18 unless new butyl tape is required to seal the service cover to the door panel. Proceed to Step 19 if the butyl tape can be reused.

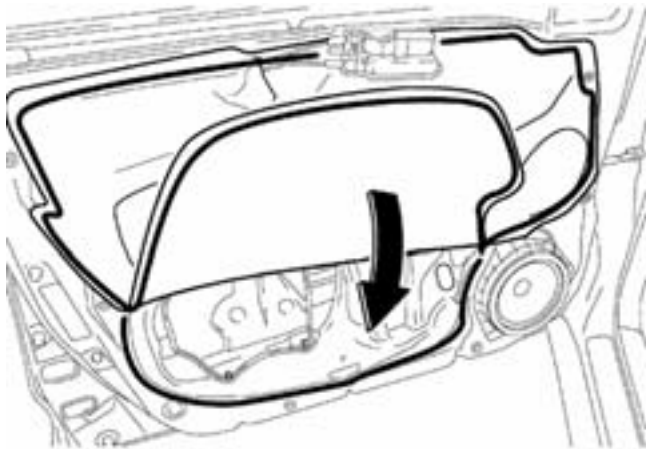
17. Remove the butyl tape from the door panel.



(1) New Butyl Tape

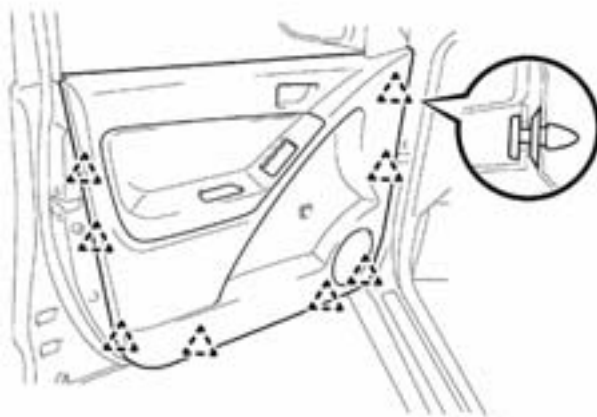
2092954

18. Without removing the butyl tape from the service hole cover, place approximately 1 m (39 in) of **NEW** butyl tape along the door panel side.



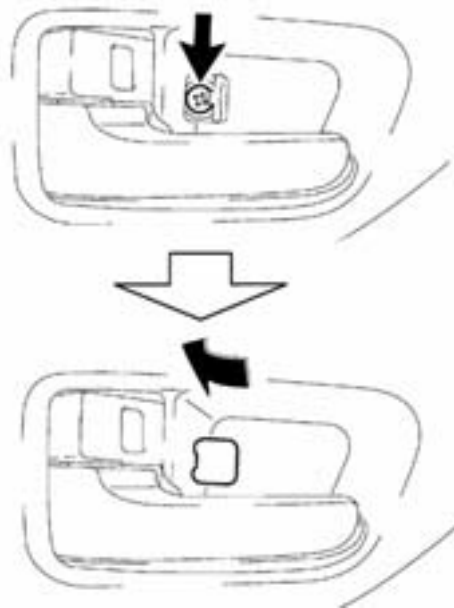
2092934

19. Reattach the front door service hole cover while avoiding wrinkles, and then firmly press down the cover to ensure the cover completely adheres.



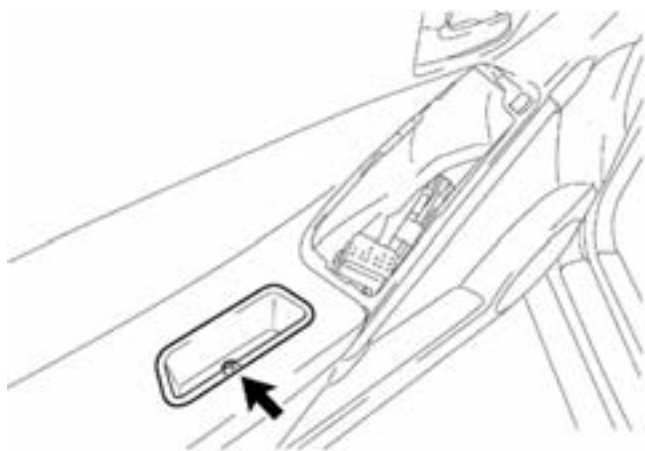
2092960

20. Secure the trim board in place with the eight (8) clips.



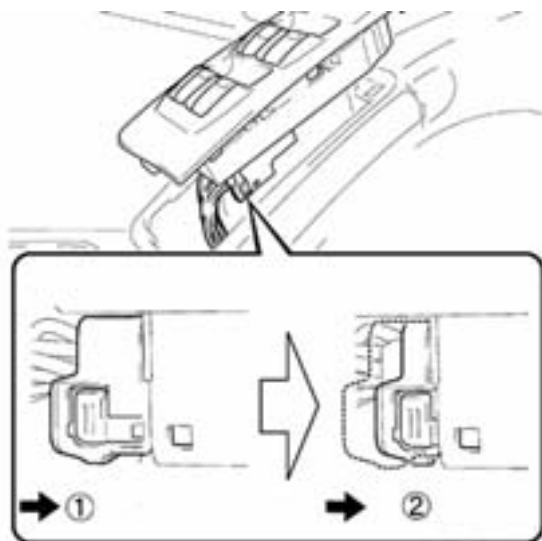
2092976

- 21. Reinstall the trim board with the screw.
- 22. Reinstall the cover for the inside handle.



2092928

23. Reinstall the door pull handle with the screw.

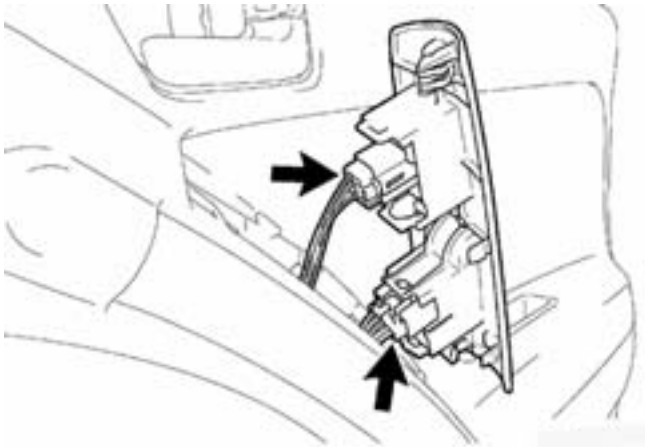


- (1) Connection
- (2) Push

2092968

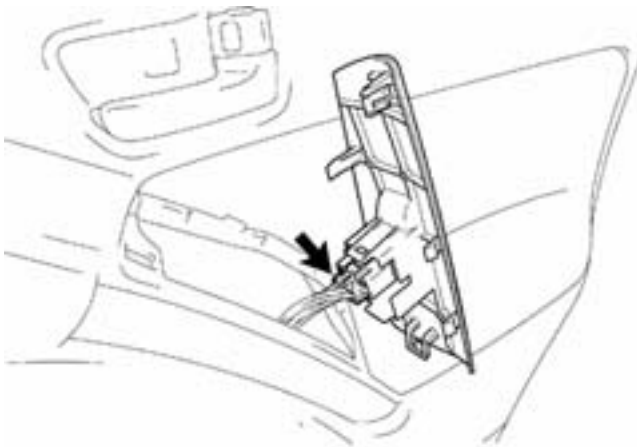
24. Reconnect the power window regulator master switch assembly:

- For LH – Reconnect the connectors in the order shown in the illustration.



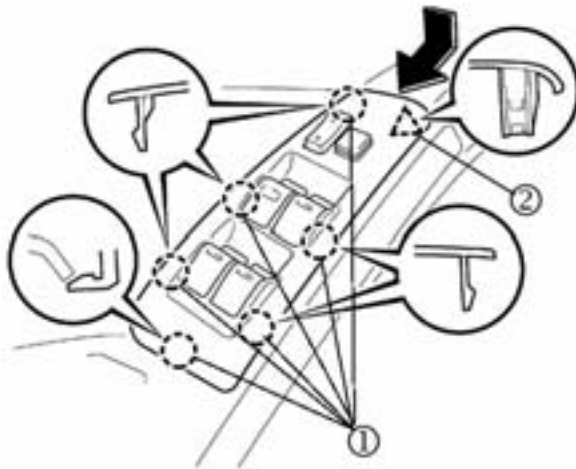
2092983

- For RH (with door lock switch) – Reconnect the two (2) connectors.



2092935

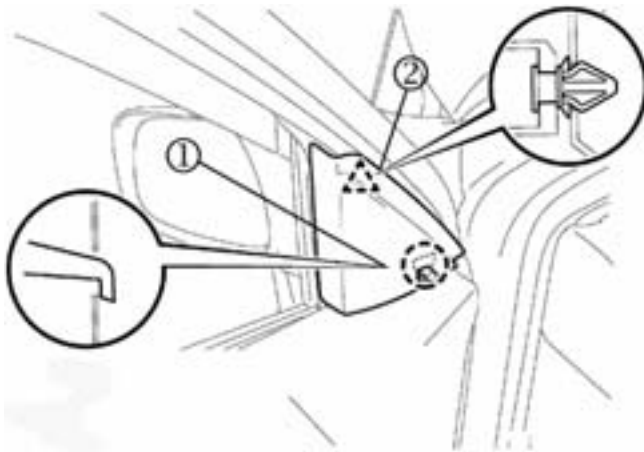
- For RH (without door lock switch) – Reconnect the connector.



- (1) Claw
- (2) Clip

2092947

25. Reinstall the power window switch with the six (6) clips and claws.



- (1) Claw
- (2) Clip

2092965

26. Reinstall the bracket garnish with a clip and claw.

27. Verify the power window manual adjustment function.

27.1 Set the ignition switch to ON.

27.2 Raise and lower each door glass with the power window regulator master switch and verify that each door glass raises and lowers properly.

27.3 Raise and lower each door glass with the power window regulator switch at each seat and verify that the door glass raises and lowers properly from that relevant seat.

27.4 Verify that the door glass can only be adjusted from the driver seat when the window lock switch is set to LOCK.

28. Verify the auto adjustment function (driver's seat switch only)

28.1 Set the ignition switch to ON.

28.2 Fully push down (2<sup>nd</sup> step) the power window regulator master switch, located on the driver's side, and verify that AUTO DOWN activates and all door glasses lower.

28.3 While AUTO DOWN is active, verify that all door glasses stop when the power window regulator master switch is pressed up.

#### CUSTOMER REIMBURSEMENT – For GM US

All customer requests for reimbursement of previously paid repairs for the recall condition will be handled by the Customer Assistance Center, not by dealers.

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

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

#### CUSTOMER REIMBURSEMENT – For Canada and Export

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by May 31, 2009.

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 6.1.12, for specific procedures regarding customer reimbursement verification.



**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>
Replace Window Regulator Bolts	4	----	*	MA-96	V1811	0.9	N/A
Add: Install New Butyl Tape						0.1	**
Customer Reimbursement (Canadian & Export Dealers/US CAC)	N/A	N/A	N/A	MA-96	V1812	0.2	***

- \* 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 bolts needed to complete the repair.
- \*\* The amount identified in the "Net Item" column should represent the actual total of the butyl tape needed to perform the required repairs, not to exceed \$4.74 USD, \$4.83 CAD.
- \*\*\* 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** – 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 (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/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.



May 2008

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 all 2003 and 2004 model year Pontiac Vibe vehicles equipped with power windows. 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 safety recall 07273.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

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

The bolts in the front door that attach the window to the window regulator may begin to loosen, resulting in a popping or clicking sound when the window is operated. If either bolt continues to loosen and separates from the window regulator, the glass may shatter during window operation, which could cause possible injury.

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

Your GM dealer will replace the window regulator bolts in both front doors. 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.

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

You should contact your GM dealer to arrange a service appointment as soon as possible. If you have had repairs for this condition in the past, you will still need to have the new bolts installed on your vehicle. 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)
Pontiac	1-800-620-7668	1-800-833-7668
Guam	1-671-648-8450	
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  
07273