

GM SERVICE AND PARTS OPERATIONS  
DCS2033  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 1, 2008

Subject: 08168 – Product Safety Recall  
Transmission Case Porosity at Park Pawl Pivot Pin Bore

Models: 2008 Saturn Vue  
Equipped with 6T70 6-Speed (RPO MH2, MH4) Transmission

To: All Saturn Retailers

Attention: Service Manager, Parts Manager and Warranty Administrator

**PRODUCT FIELD ACTION ANNOUNCEMENT**

General Motors is announcing Product Safety Recall 08168 today. The total number of vehicles involved is 26 VINS. Please see the attached bulletin for details.

A vehicle VIN list sorted by BAC has been attached for your reference. If your BAC is not listed on this list, you do not have any involved vehicles.

**Mailing Information**

Customer notification letter mailing will begin on May 5, 2008.

**DealerWorld Global Warranty Management Application**

The 'Investigate Vehicle History' link on the Global Warranty Management application within DealerWorld will be available on May 2, 2008.

**GM Vehicle Inquiry System (GMVIS)**

GMVIS information will be available on May 2, 2008.

**Service Information System (SI)**

Bulletin 08168 will be available in SI on May 2, 2008.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available in GM DealerWorld on May 5, 2008.

**PLEASE DOUBLE CLICK ON THE ICONS BELOW  
THEN SINGLE CLICK ON THE LAUNCH BUTTON  
TO VIEW OR PRINT THE BULLETIN**

END OF MESSAGE  
GM SERVICE AND PARTS OPERATIONS



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT: Transmission Case Porosity at Park Pawl Pivot Pin Bore  
 6T70 6-Speed Transmission (RPO MH2; MH4) – Replace Transmission**

**MODELS: Certain 2008 Saturn VUE  
 Equipped with 6T70 6-Speed (RPO MH2; MH4) Transmission**

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2008 Saturn VUE vehicles, equipped with a 6T70 6-Speed FWD (RPO MH2) or AWD (RPO MH4) transmission. Some of these vehicles have a condition in which the transmission case side bore that holds the park pawl pivot pin may have a casting porosity. This condition, coupled with normal operating stresses, could lead to failure, eliminating the ability to secure the transmission in 'park' position. If this happens while the vehicle is parked on a non-level surface, the vehicle could roll without warning and cause injury to people in its path.

CORRECTION

Retailers are to replace the transmission.

VEHICLES INVOLVED

Involved are **certain** 2008 Saturn VUE vehicles, equipped with a 6T70 6-Speed FWD (RPO MH2) or AWD (RPO MH4) transmission and built within these VIN breakpoints:

Year	Division	Model	From	Through
2008	Saturn	VUE	8S648486	8S665369

**Important:** Retailers are to confirm vehicle eligibility prior to beginning repairs by using the system below. Not all vehicles within the above breakpoints may be involved.

- Saturn US retailers should use the 'Investigate Vehicle History' link on the Global Warranty Management application within DealerWorld.

For 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. Retailers will not have a report available if they have no involved vehicles currently assigned.

- US Saturn retailers - GM DealerWorld Recall Information

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 – Saturn US

**Important: Due to the small number of vehicles involved, dealers should only order the transmission for listed VINs.**

### PARTS INFORMATION - Saturn US Only

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

Part Number	Description	Quantity/Vehicle
17803964	Transmission, (w/ LY7 3.6L V6 and MH2 6T70)	1
17803965	Transmission, (w/ LY7 3.6L V6 and MH4 6T70)	1
17803966	Transmission, (w/ LZ4 3.5L V6 and MH4 6T70)	1

### SERVICE PROCEDURE

Refer to Automatic Transmission – 6T70/6T75 in Service Information (SI) for the following:

- Transmission Replacement (3.5L LZ4)
- Transmission Replacement (3.6L LY7)

### 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 Warranties. 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. Saturn retailers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

### 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.**
Replace Transmission.	*	WC	VC	V1816		0.1
6T70 FWD					7.3	
6T70 AWD					8.2	

\* 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

## 2. Submit courtesy transportation using Net Item C.

### 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.

### 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.

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.



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, which relates to motor vehicle safety, exists in certain 2008 Saturn VUE vehicles, equipped with a 6T70 6-Speed automatic transmission. 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 08168.
- Schedule an appointment with your Saturn retailer.
- This service will be performed for you at **no charge**.

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

Some of these vehicles have a condition in which the transmission case side bore that holds the park pawl pivot pin may have a casting porosity. This condition, coupled with normal operating stresses, could lead to failure, eliminating the ability to secure the transmission in 'park' position. If this happens while the vehicle is parked on a non-level surface, the vehicle could roll without warning and cause injury to people in its path.

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

Your Saturn retailer will replace the transmission. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your retailer will need your vehicle longer than the actual transmission replacement time of up to approximately eight and a half hours.

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

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

**At least until your vehicle is serviced, please apply the parking brake every time you park your vehicle.**

You should contact your Saturn retailer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your 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 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)
Saturn	1-800-972-8876	1-800-833-6000
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 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  
08168