



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Outside Door Handle Sticks/Binds – Door May Not Latch

MODELS: 2008 Chevrolet Captiva Sport (Mexico)
 2009 Chevrolet Aveo Sedan (Mexico & Argentina)
 2009 Pontiac G3 (Mexico)
 2008 Saturn VUE (U.S. & Canada)
 with Body-Color Outside Door Handles

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2008 model year Chevrolet Captiva Sport; Saturn VUE; and 2009 model year Chevrolet Aveo Sedan and Pontiac G3 vehicles, with body-color outside door handles. On some of these vehicles, the outside door handles may stick or bind. If this were to occur, the door may not latch when closed. Driving with an unlatched door could result in an unbelted occupant falling out of the vehicle, causing increased risk of injury.

CORRECTION

Dealers/retailers are to replace the outside door handles with chrome door handles.

VEHICLES INVOLVED

Involved are **certain** 2008 model year Chevrolet Captiva Sport; Saturn VUE; and 2009 model year Chevrolet Aveo Sedan and Pontiac G3 vehicles with body-color outside door handles, and built within these VIN breakpoints:

Year	Division	Model	From	Through
2008	Chevrolet	Captiva Sport	8S623602	8S731243
2009	Chevrolet	Aveo	9L100300	9L114843
2009	Pontiac	G3	9L110288	9L113529
2008	Saturn	VUE	8S562839	8S732419

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

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 and Canadian dealers/retailers – GM GlobalConnect 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

GM, 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: A pre-shipment of the required parts to perform this recall has been sent to involved Saturn US retailers from Saturn Service Parts Operations (SSPO).

Argentina Only: Refer to bulletin published by GM Argentina

Part Number	Description	Quantity/Vehicle
93744504	Handle Pkg, Frt & RR S/D O/S (VUE, Captiva Sport)	1
93743752	Handle Pkg, Frt & RR S/D O/S (Aveo, G3)	1

SERVICE PROCEDURE

Note: For Argentina vehicles, refer to bulletin published by GM Argentina. All others, follow the procedure below.

1. Remove all four outside door handles. Refer to *Front Side Door Outside Handle Replacement and Rear Side Door Outside Handle Replacement* in SI.
2. Install chrome door handles. Refer to *Front Side Door Outside Handle Replacement and Rear Side Door Outside Handle Replacement* in SI.

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 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. GM dealers should refer to the General Motors Service Policies and

Procedures Manual for Courtesy Transportation guidelines. Saturn Canada retailers should refer to applicable Home Office letter on this subject.

CLAIM INFORMATION – GM, 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
Install Chrome Door Handles - Captiva and VUE - Aveo and G3	1	---	*	MA-96	V2105	1.0 1.8
Courtesy Transportation for vehicles within the New Vehicle Limited Warranties (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 or Landed Cost Mark-Up (for Export) for door handle package needed to complete the repair.

** 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 Warranties. Saturn Canada retailers should refer to applicable Home Office letter on this subject.

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.
Install Chrome Door Handles	*	WC	VC	V2105	1.0

* The parts allowance should be the sum total of the current SSPO retailer net price plus 40% of all parts required for the repair.

2. Submit courtesy transportation as a net item using the appropriate net item code.

CLAIM INFORMATION – Argentina Only

Refer to bulletin published by GM Argentina.

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.

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.

