



# Recall Bulletin

File In Section: Product Recalls  
Bulletin No.: 03007  
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OFFICE OF DEFECTS  
INVESTIGATION  
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## PRODUCT SAFETY RECALL

**SUBJECT: 03007 – FRONT SAFETY BELT BUCKLES**

**MODELS: 2003 CHEVROLET EXPRESS  
2003 GMC SAVANA  
WITH GVW LESS THAN 8500 LBS. (3856 KG)**

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2003 model year Chevrolet Express and GMC Savana vehicles with a GVW less than 8500 pounds (3856 kg). During a vehicle crash of sufficient severity to deploy the safety belt pretensioner, the front safety belt buckles in some of these vehicles may not release after the vehicle crash, or alternately may eject the front safety belt latches during the vehicle crash, resulting in increased risk of personal injury.

### CORRECTION

Dealers are to replace the front driver and passenger side safety belt buckles.

### VEHICLES INVOLVED

Involved are certain 2003 model year Chevrolet Express and GMC Savana vehicles with a GVW of less than 8500 pounds (3856 kg) and built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2003	Chevrolet	Express	31100001	31164329
2003	GMC	Savana	31100002	31164359

**IMPORTANT:** Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry System) or **GM Access Screen** (Canada only) before beginning recall repairs. [Not all vehicles within the above breakpoints may be involved.]

Involved vehicles have been identified by Vehicle Identification Number. Computer listings containing the complete Vehicle Identification Number, customer name and address data have been prepared, and are being furnished to involved dealers with the recall bulletin. The customer name and address data will enable dealers to follow up with customers involved in this recall. Any dealer not receiving a computer listing with the recall bulletin has no involved vehicles currently assigned.

These dealer listings may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this listing to the follow-up necessary to complete this recall.

### PARTS INFORMATION

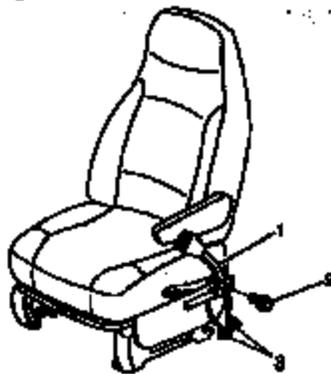
Parts required to complete this recall are to be obtained from General Motors Service Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
88955899	Belt Kit, D/Seat (Bkl Sl) (Pewter)	1
88955897	Belt Kit, P/Seat (Bkl Sl) (Pewter)	1
88955900	Belt Kit, D/Seat (Bkl Sl) (Neutral)	1
88955898	Belt Kit, P/ Seat (Bkl Sl) (Neutral)	1

### SERVICE PROCEDURE

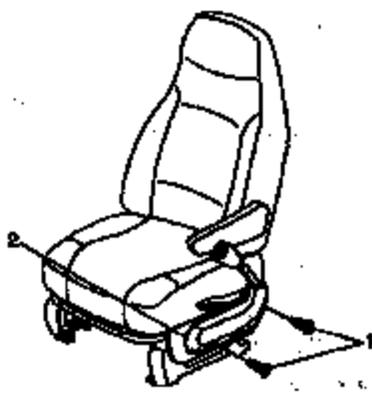
The following service procedure provides instructions for replacing the driver and front passenger seat belt pretensioner and buckle assemblies. The steps for SIR disabling/enabling are different than that found in the service manual because in this procedure it is not necessary to disconnect the steering wheel or instrument panel air bag modules. Note that the labor time allowance is for replacement of both assemblies and includes the time necessary for deployment of the removed pretensioners.

1. Turn the ignition switch to the OFF position and remove the AIR BAG fuse.



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2. Remove the CPA from the driver's seat belt pretensioner (1) yellow 2-way connector (3) located under the driver's seat, and disconnect the connector.



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3. Remove the screws (1) from the driver's seat pretensioner trim cover (2) and remove the cover.
4. Remove the pretensioner attaching bolt (2).
5. Disconnect the pretensioner electrical connector.

### Important

Note the wire routing before removal in the next step in order to route the wiring properly during installation of the new pretensioner.

6. Route the wiring as necessary and remove the pretensioner from the seat.
7. Route the connector and wiring of the new pretensioner in the driver's seat.
8. Position the pretensioner to the seat and install the attaching bolt. **Tighten**  
Tighten to 40 N·m (30 lb ft).
9. Position the pretensioner trim cover to the seat and install the attaching screws. **Tighten**  
Tighten to 2 N·m (18 lb in).
10. Connect the pretensioner electrical connectors under the driver's seat and install the CPA.
11. Remove the CPA from the passenger seat belt pretensioner yellow 2-way connector (3) located under the passenger seat, and disconnect the connector.
12. Remove the screws from the passenger seat pretensioner trim cover and remove the cover.
13. Remove the pretensioner attaching bolt.
14. Disconnect the pretensioner electrical connector.

### Important

Note the wire routing before removal in the next step in order to route the wiring properly during installation of the new pretensioner.

15. Route the wiring as necessary and remove the pretensioner from the seat.
16. Route the connector and wiring of the new pretensioner in the passenger seat.
17. Position the pretensioner to the seat and install the attaching bolt. **Tighten**

Tighten to 40 N·m (30 lb ft).

18. Position the pretensioner trim cover to the seat and install the attaching screws. **Tighten**  
Tighten to 2 N·m (18 lb in).
19. Connect the pretensioner electrical connectors under the passenger seat and install the CPA.
20. Install the AIR BAG fuse.
21. Turn the ignition switch to the ON position and verify that the AIR BAG indicator flashes seven times and goes out.
22. Install the GM Recall Identification Label.
23. Follow the service manual procedures for deployment of the removed pretensioner assemblies.

### RECALL IDENTIFICATION LABEL – For US

Place a Recall Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Recall Bulletin. Each label provides a space to include the recall number and the five (5) digit dealer code of the dealer performing the recall service. This information may be inserted with a typewriter or a ball point pen.

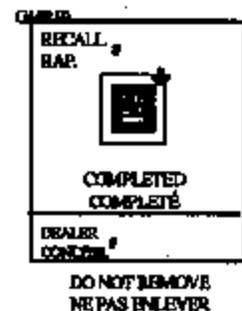
Put the Recall Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. **When installing the Recall Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering.** Additional Recall Identification Labels can be obtained from Dealer Support Materials by either ordering on the web from DWD Store, [gm-dealerworld.com](http://gm-dealerworld.com), or calling 1-888-700-0001 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Request Item Number 9-1015 when ordering.



### RECALL IDENTIFICATION LABEL – For CANADA

Place a Recall Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Recall Bulletin. Each label provides a space to include the recall number and the five (5) digit dealer code of the dealer performing the recall service. This information may be inserted with a typewriter or a ball point pen.

Put the Recall Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. **Additional Recall Identification Labels for Canadian dealers can be obtained from DGN by calling 1-800-668-5539 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for Item Number GMP 91 when ordering.**



## 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 recall 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. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

## 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
Install Driver & Passenger Belt Kit (Inc. Deploy of Pretensioner)	2	--	**	MA-96	V0975	0.7
Courtesy Transportation	N/A	N/A	N/A	MA-96	***	N/A

- \* For Program Administrative Allowance, add 0.1 hours to the "Labor Hours".
- \*\* The "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up for the belt kits 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.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

## CUSTOMER NOTIFICATION

Customers will be notified of this recall on their vehicles by General Motors (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.

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. This could be done by mailing to such customers, a copy of the customer letter accompanying this bulletin. 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.



June, 2003

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**Reason For This Recall:** General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2003 model year Chevrolet Express and GMC Savana vehicles. During a vehicle crash of sufficient severity to deploy the safety belt pretensioner, the front safety belt buckles in some of these vehicles may not release after the vehicle crash, or alternately may eject the front safety belt latches during the vehicle crash, resulting in increased risk of personal injury.

**What Will Be Done:** Your GM dealer will replace the front driver and passenger side safety belt buckles. This service will be performed for you at no charge.

**How Long Will The Repair Take?** The length of time required to perform this service correction is approximately 45 minutes. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed to schedule, process and repair your vehicle.

**Contacting Your Dealer:** Please contact your dealer as soon as possible to arrange a service date. Parts are available and instructions for making this correction have been sent to your dealer. Your dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the listed number below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

\* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

If, after contacting the appropriate Customer Assistance Center, you are still not satisfied that 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, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

**Customer Reply Card:** The attached customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the attached and mailing it in the postage paid envelope.

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

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

General Motors Corporation

Enclosure