99V-231

SATURN®

NO.: 00-C-05
NON-COMPLIANCE

DATE: August, 1999

GROUP: CHBK

PRODUCT CAMPAIGN BULLETIN

SUBJECT: INSPECTION AND REPLACEMENT OF BRAKE PIPES (IF NECESSARY)

YEAR and MODEL: 2000 SATURN S-SERIES VEHICLES (ALL MODELS)

TO: ALL SATURN RETAILERS and AUTHORIZED SERVICE PROVIDERS

The Highway Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to repair within sixty (60) 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 owner 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 owner and to repair their vehicle as soon as possible. As you will see in reading the attached copy of the owner letter, the owners are being instructed to contact the Saturn Customer Assistance Center if their Retailer does not remedy the condition within five (5) days of the mutually agreed upon service date. If the condition is not remedied within a reasonable time, owners are instructed on how to contact the National Highway Traffic Safety Administration.

DEFECT INVOLVED

Saturn has decided that certain 2000 model year S-Series vehicles may fail to conform to the requirements of Federal Motor Vehicle Safety Standard 135, "Passenger Car Brake Systems." These vehicles were produced with brake pipe attachment nuts that may not be tightened to specification. If the brake pipe nuts are not properly tightened, brake fluid leakage could occur. Continuing to operate the vehicle with brake fluid leaking may result in illumination of the red "BRAKE" warning light on the instrument panel, and/or an increase in brake pedal travel. If this condition were to occur in a situation where stopping distances were minimal, a vehicle crash could occur.

SATURN bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer." They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your *SATURN* Retailer for information on whether your vehicle may benefit from the information.

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—*EXCEED CUSTOMER EXPECTATIONS*—

VEHICLES INVOLVED

Only selected 2000 model year S-Series Saturn vehicles within the VIN range YZ100005 – YZ110402 will require this campaign. A VIN listing of the involved vehicles is included in this bulletin for your reference.

You must verify campaign involvement through your AS400 system, or with the listing attached to this bulletin. *It is important to note that campaign claims will only be paid on involved vehicles.*

OWNER NOTIFICATION

Owners of all involved vehicles will be notified of this campaign by Saturn. (Refer to the owner letter included in this bulletin.)

FACILITY VIN LISTING

A list of vehicles assigned to you (*Facility VIN Listing*), which our records indicate were sold by or shipped to you, (or are located in close proximity to your facility) is enclosed.

This listing contains:

- Owner's name with address and telephone number;
- Complete vehicle identification number (VIN); and
- VINs of vehicles which, according to Saturn records, are in route to your Retailer or already in retail stock.

The *Facility VIN Listing* (with owner information) is furnished to involved Retailers with the Product Campaign Bulletin. Although these vehicles are assigned to your facility, it is important to note that owners may elect to have their vehicle serviced at the Saturn Retail Facility of their choice.

Those Retailers not involved initially in this campaign will receive a message at the top of a blank *Facility VIN Listing* that states: ***NO VEHICLES ASSIGNED AT THIS TIME FOR CAMPAIGN 00C05.***

These listings may contain owner names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of the law in several states. Accordingly, you are urged to limit the use of this listing to the follow up necessary to complete this campaign. Those records updated with California DMV registration information will have the following message printed adjacent to the appropriate VIN: "OWNER INFORMATION UPDATED BY CALIFORNIA DMV; PUBLICATION PROHIBITED."

RETAILER RESPONSIBILITY

All unsold vehicles in Retailers' possession and subject to this campaign must be held at the retail facility and repaired per the service procedure of this campaign bulletin before owners take possession of these vehicles.

Retailers are to service all vehicles subject to this campaign at no charge to owners, regardless of mileage, age of vehicle, or ownership, from this time forward.

Owners of vehicles recently sold from your vehicle inventory are to be contacted by the Retailer and arrangements made to make the required correction according to the procedure contained in this bulletin.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your retail facility for service in the future, please take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

TRANSFER OF CAMPAIGN RESPONSIBILITY

Saturn vehicles that have been sold by you, which may be closer in proximity to another Saturn Retailer, may still appear on your Facility VIN Listing. If either you or the vehicle owner determines that it is more desirable for a vehicle on your Facility VIN Listing to be serviced by another Saturn Retailer, or if the customer's address has recently changed, campaign responsibility may be transferred by completing the following:

- Submit a Campaign Vehicle Action Report to your Customer Assistance Manager (CAM) at the Saturn Customer Assistance Center.

OR

- Submit an update in owner information to the Saturn Owner of Record system, via SERVICELINE XL, for Saturn Customer Assistance Center review and approval.

A copy of the Campaign Vehicle Action Report is included for your reference. Additional copies can be ordered from Saturn Publications (1-800-828-2112, prompt 3, Item # S0397050). All changes to campaign responsibility will be reflected in your next Unfixed VIN Report.

All other changes in vehicle status (e.g., scrapped, stolen, etc.) are to be made in accordance with section 4.4.3 of the *Retailer Service Reference Guide*, "Notifying Saturn of Vehicle Status Change."

CAMPAIGN VEHICLE ACTION REPORT

VIN: _|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|

CAMPAIGN NO(S): _|_|_|_|_, _|_|_|_|_, _|_|_|_|

FACILITY CODE: _|_|_|_|

CHANGE VEHICLE STATUS TO (PLACE AND [X] IN THE APPROPRIATE SPACE):

___ VEHICLE STOLEN	VEHICLE STOLEN: _____
	POLICE RPT NO: _____
___ VEHICLE SCRAPPED	DATE SCRAPPED: _____
___ OWNER UNRESPONSIVE/UNREACHABLE	SUPORTING DOCUMENTATION: _____
___ VEHICLE TRADED TO: RETAILERS NAME: _____	RETAILER CODE: _|_|_|_|_
___ VEHICLE EXPORTED	EXPORT DEST.: _____

CHANGE OF OWNERSHIP INFORMATION:

_____
(OWNER FIRST NAME) (LAST NAME)

_____
(STREET ADDRESS)

_____
(CITY, STATE/COUNTRY, ZIP CODE))

COMMENTS:

_____

_____

THE ABOVE INFORMATION IS, TO THE BEST OF MY KNOWLEDGE, ACCURATE AND COMPLETE AS SHOWN, IN ACCORDANCE WITH THE CAMPAIGN REPORTING REQUIREMENTS UNDER FEDERAL MOTOR VEHICLE SAFETY STANDARDS.

_____ _____
(AUTHORIZED RETAIL REPRESENTATIVE, TITLE) (CUSTOMER ASSISTANCE MANAGER or DESIGNEE)

CUSTOMER ASSISTANCE MANAGER APPROVAL (YES/NO) _____

IF NO, REASON: _____

_____

_____

WHEN COMPLETE:
RETAILER: SEND TO CUSTOMER ASSISTANCE MANAGER:
SATURN CUSTOMER ASSISTANCE CENTER
100 SATURN PARKWAY MAIL DROP S-24
SPRING HILL, TN 37174

CUSTOMER ASSISTANCE MANAGER: SEND APPROVED FORMS TO CAMPAIGN COMPLIANCE COORDINATOR; SEND REJECTED FORMS, ALONG WITH REASON, BACK TO THE SUBMITTING RETAILER.

8/03 97050

PARTS INFORMATION

1. A pre-shipment of brake pipe assemblies required to perform this campaign has been automatically sent to you from Saturn Service Parts Operations (SSPO). These initial shipments are to aid the Retailer in campaign preparation and ensure minimal customer inconvenience.
2. Should additional parts be required, please contact your Parts Support Analyst (PSA) and we will expedite the shipment. **Please do not enter any orders for any part numbers listed without contacting your PSA.**
3. **Required Parts:**

Part Number	Description	Quantity Required Per Vehicle
21012542	Pipe Asm – RR Brk (Left)	1
21012546	Pipe Asm – Frt Brk (Left)	1
21013048	Pipe Asm – RR Brk (Right)	1
21013345	Pipe Asm – Frt Brk (Right)	1

DISPOSITION OF REPLACED PARTS

Retailers will scrap all replaced parts in a manner that ensures that they cannot be reused, remanufactured, or otherwise entered into the stream of commerce in the future.

SUGGESTIONS FOR ENSURING CUSTOMER SATISFACTION

As you know, Saturn's success hinges upon our ability to execute superior customer support throughout the ownership experience, especially when important corrective actions such as this are required.

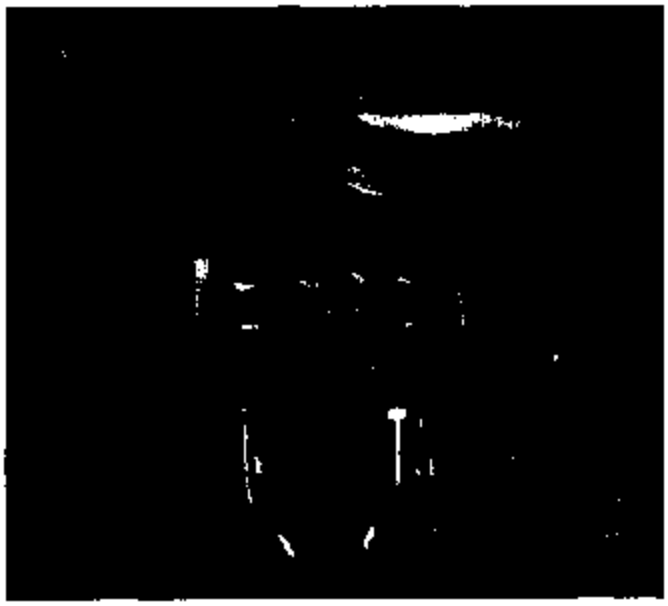
It is imperative that every effort is made to accommodate the affected owners. Additionally, priority should be given to customer vehicles over retail inventory vehicles. If you have any questions, please coordinate with the Saturn Customer Assistance Center to help ensure customer satisfaction.

SERVICE PROCEDURE

TORQUE AND INSPECT BRAKE PIPES

Materials Needed:

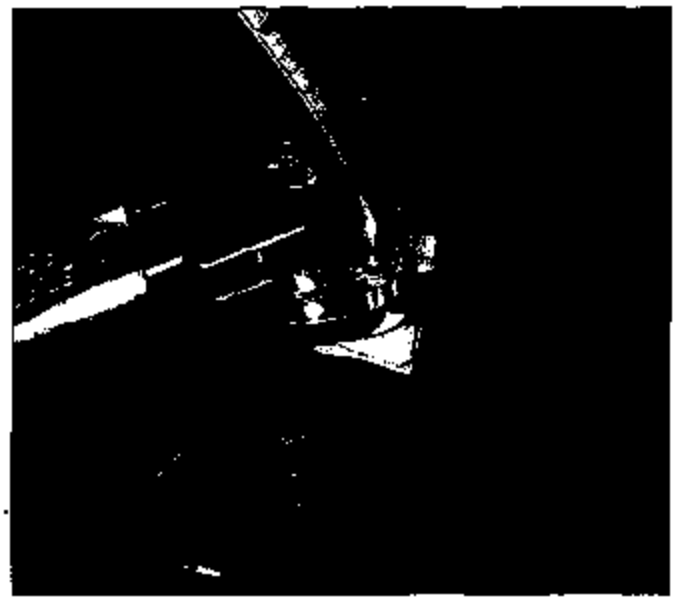
Torque Wrench (0–30 N•m [0–22 ft–lbs])
12 mm Flare Nut Crows Foot
14 mm Flare Nut Crows Foot
Brake Bleeder Adapter (SA9150BR)



1. Wipe all brake pipe-to-master cylinder joints clean with a shop rag.

CAUTION: MAKE SURE VEHICLE IS PROPERLY SUPPORTED AND SQUARELY POSITIONED ON HOIST. TO HELP AVOID PERSONAL INJURY, PROVIDE ADDITIONAL SUPPORT TO OPPOSITE END OF VEHICLE THAT COMPONENTS WILL BE REMOVED FROM.

2. Raise vehicle on hoist.



NOTICE: Always follow recommended torque specifications and procedures. Over-torque or under-torque of a brake pipe connection, may result in brake fluid leakage, brake pipe damage, and/or brake system failure.

3. Use torque wrench to check the torque of rear brake pipe-to-rear brake hose joints.

Torque: 18 N•m (14 ft–lbs)

4. Wipe both joints clean with a shop rag.
5. Lower vehicle.
6. Exercise brake hydraulic system by performing the following:
   a. Start vehicle.
   b. Pump brake pedal 10 times with moderate pressure.
   c. Turn Off vehicle.
   d. Wait 2 minutes before continuing with procedure.

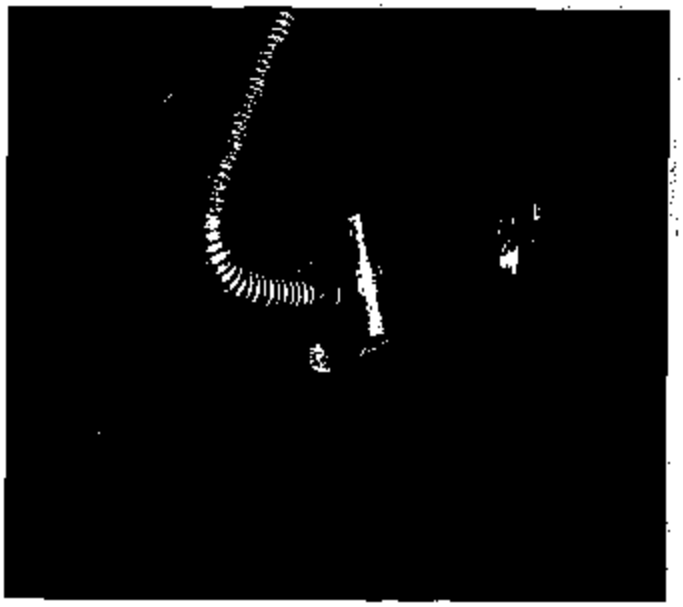
7. Perform the following inspections:

CAUTION: MAKE SURE VEHICLE IS PROPERLY SUPPORTED AND SQUARELY POSITIONED ON HOIST. TO HELP AVOID PERSONAL INJURY, PROVIDE ADDITIONAL SUPPORT TO OPPOSITE END OF VEHICLE THAT COMPONENTS WILL BE REMOVED FROM.

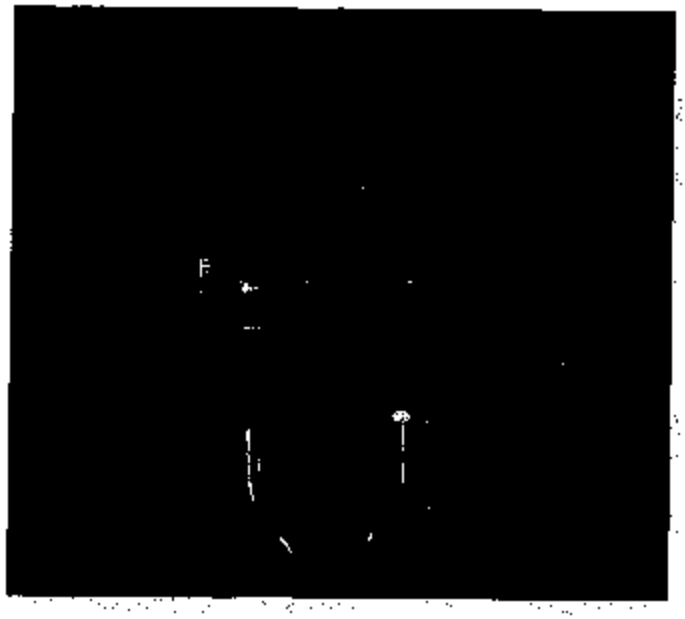
a. Raise vehicle on hoist.

b. Inspect rear brake pipe-to-rear brake hose joints for visible signs of brake fluid leakage.

c. Lower vehicle.



d. Inspect all four brake pipe-to-master cylinder joints for visible signs of brake fluid leakage.



8. Based on inspections performed above:

- If brake fluid leakage is **not** present at any joints inspected, no additional repairs are necessary.
- If brake fluid leakage is present at any joint(s) inspected, replace affected brake pipe(s). (Refer to appropriate brake pipe replacement procedure in this bulletin.)

BRAKE PIPE REPLACEMENT – LEFT FRONT

1. Remove powertrain control module (PCM) attachment fasteners and move PCM to gain access to brake pipe-to-master cylinder joints.

2. Place a shop rag under master cylinder and disconnect left front brake pipe.

3. Remove plastic 4-way brake pipe clamp located near motor rail.

CAUTION: MAKE SURE VEHICLE IS PROPERLY SUPPORTED AND SQUARELY POSITIONED ON HOIST. TO HELP AVOID PERSONAL INJURY, PROVIDE ADDITIONAL SUPPORT TO OPPOSITE END OF VEHICLE THAT COMPONENTS WILL BE REMOVED FROM.

4. Raise vehicle on hoist.
5. Remove splash shield from left front wheelhouse area to gain access to brake pipe.

6. Disconnect left front brake pipe from left front brake hose.
7. Remove left front brake pipe from vehicle.
8. Obtain replacement left front brake pipe (P/N 21012546).
9. Install left front brake pipe to vehicle.
10. Connect brake pipe to brake hose.

NOTICE: Always follow recommended torque specifications and procedures. Over-torque or under-torque of a brake pipe connection, may result in brake fluid leakage, brake pipe damage, and/or brake system failure.

11. Use torque wrench to torque brake pipe-to-brake hose joint.

Torque: 18 N•m (14 ft–lbs)

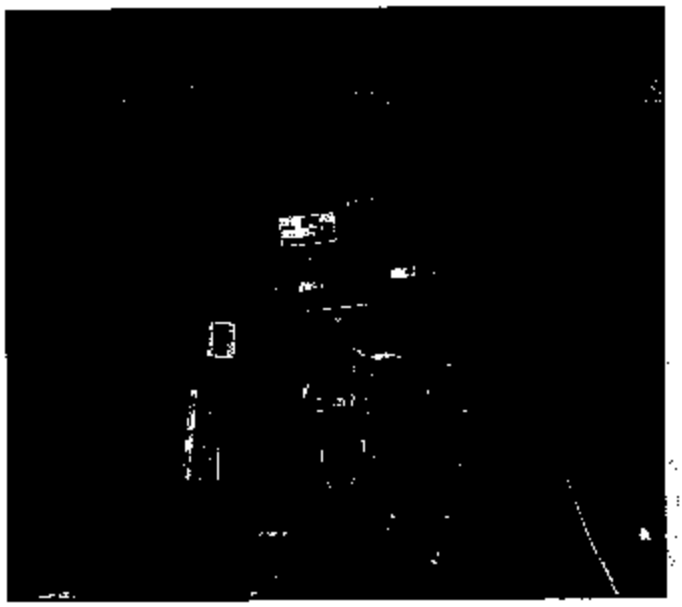
12. Install splash shield in left front wheelhouse area.
13. Lower vehicle.
14. Connect left front brake pipe to master cylinder.

Torque: 27 N•m (20 ft–lbs)

15. Position and install plastic 4-way brake pipe clamp.
16. Install PCM and attachment fasteners.

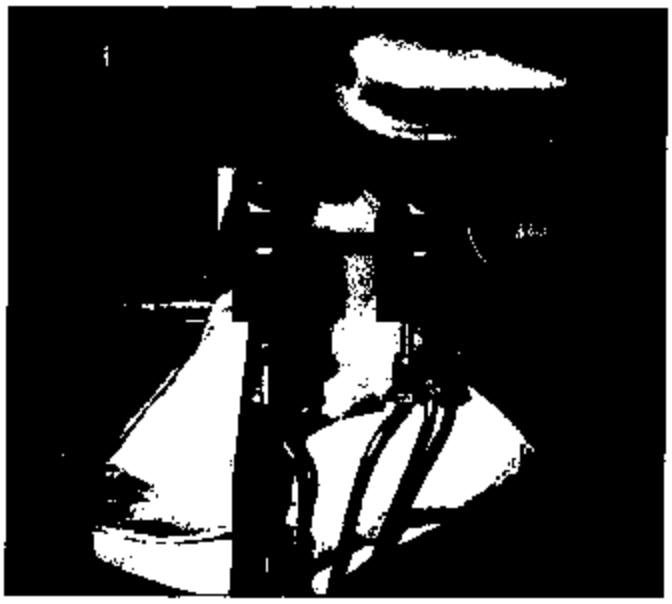
Torque: 6 N•m (53 in–lbs)

17. Bleed brake system. (Refer to "Manual Bleeding" or "Pressure Bleeding" in this bulletin.)
18. Test brake system to ensure proper operation.
19. Check for leaks.

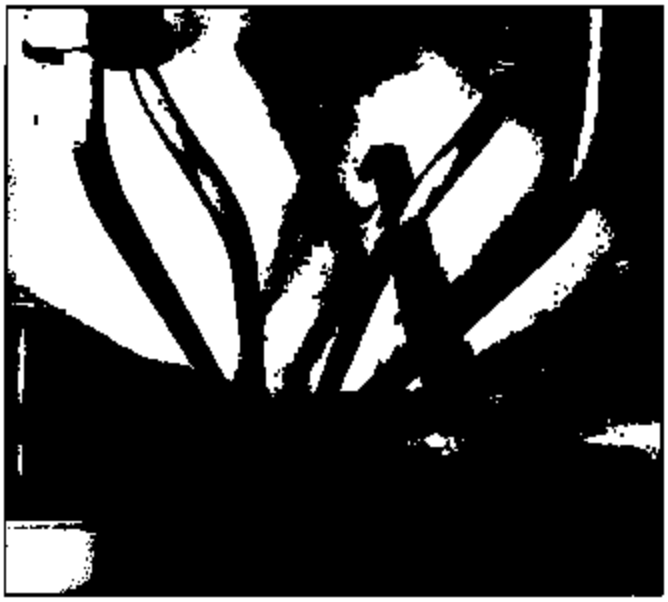


BRAKE PIPE REPLACEMENT – RIGHT FRONT

1. Remove powertrain control module (PCM) attachment fasteners and move PCM to gain access to brake pipe-to-master cylinder joints.



2. Place a shop rag under master cylinder and disconnect right front brake pipe.



3. Remove plastic 4-way brake pipe clamp located near motor rail.

CAUTION: MAKE SURE VEHICLE IS PROPERLY SUPPORTED AND SQUARELY POSITIONED ON HOIST. TO HELP AVOID PERSONAL INJURY, PROVIDE ADDITIONAL SUPPORT TO OPPOSITE END OF VEHICLE THAT COMPONENTS WILL BE REMOVED FROM.

4. Raise vehicle on hoist.
5. Remove splash shield from right front wheelhouse area to gain access to brake pipe.

6. Disconnect right front brake pipe from right front brake hose.
7. Remove right front brake pipe from pipe-to-cradle retaining clips.
8. Remove right front brake pipe from vehicle.
9. Obtain replacement right front brake pipe (P/N 21013345).
10. Install right front brake pipe to vehicle.
11. Position and retain right front brake pipe in pipe-to-cradle retaining clips.
12. Connect brake pipe to brake hose.

NOTICE: Always follow recommended torque specifications and procedures. Over-torque or under-torque of a brake pipe connection, may result in brake fluid leakage, brake pipe damage, and/or brake system failure.

13. Use torque wrench to torque brake pipe-to-brake hose joint.

Torque: 18 N•m (14 ft–lbs)

14. Install splash shield in right front wheelhouse area.
15. Lower vehicle.
16. Connect right front brake pipe to master cylinder.

Torque: 27 N•m (20 ft–lbs)

17. Position and install plastic 4-way brake pipe clamp.
18. Install PCM and attachment fasteners.

Torque: 6 N•m (53 in–lbs)

19. Bleed brake system. (Refer to "Manual Bleeding" or "Pressure Bleeding" in this bulletin.)
20. Test brake system to ensure proper operation.
21. Check for leaks.

BRAKE PIPE REPLACEMENT – REAR (LEFT, RIGHT, OR BOTH)

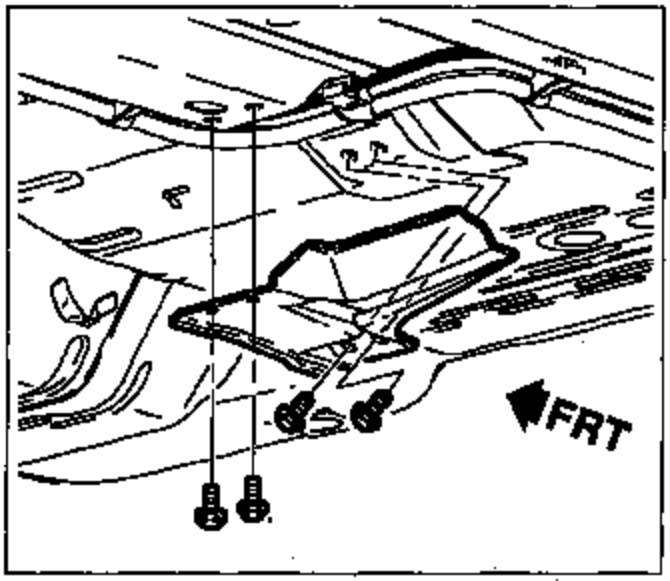
1. Remove powertrain control module (PCM) attachment fasteners and move PCM to gain access to brake pipe-to-master cylinder joints.

2. Place a shop rag under master cylinder and disconnect affected rear brake pipe(s).

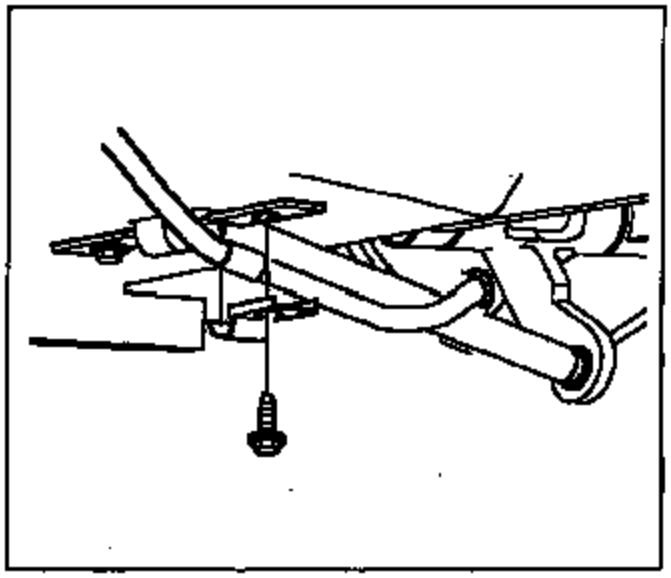
3. Remove plastic 4-way brake pipe clamp located near motor rail.

CAUTION: MAKE SURE VEHICLE IS PROPERLY SUPPORTED AND SQUARELY POSITIONED ON HOIST. TO HELP AVOID PERSONAL INJURY, PROVIDE ADDITIONAL SUPPORT TO OPPOSITE END OF VEHICLE THAT COMPONENTS WILL BE REMOVED FROM.

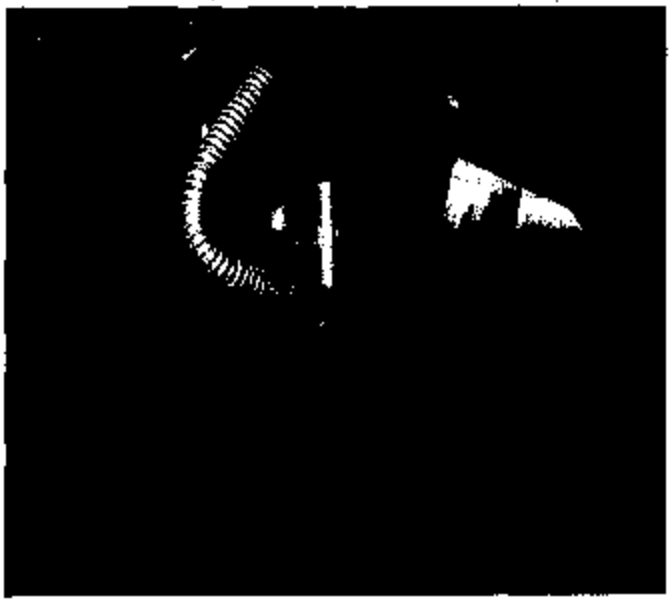
4. Raise vehicle on hoist.
5. Remove fuel line and brake line shield.
6. Remove nuts that retain rear brake pipe(s).
7. Remove plastic push-pin brake pipe retainer at motor rail.



8. Remove trailing arm fastener that attaches parking brake strap to body.



9. Disconnect rear brake pipe(s) from brake hose(s).
10. If removing right rear brake pipe, release from retaining clips on rear suspension.
11. Remove rear brake pipe(s) from vehicle.
12. Obtain replacement rear brake pipe(s).
    - Left Rear Brake Pipe (P/N 21012542)
    - Right Rear Brake Pipe (P/N 21013048)
13. Install rear brake pipe(s) to vehicle.
14. If installing right rear brake pipe, secure pipe in retaining clips on rear suspension.
15. Connect brake pipe(s) to brake hose(s).



NOTICE: Always follow recommended torque specifications and procedures. Over-torque or under-torque of a brake pipe connection, may result in brake fluid leakage, brake pipe damage, and/or brake system failure.

16. Use torque wrench to torque brake pipe-to-brake hose joint(s).

Torque: 18 N•m (14 ft–lbs)

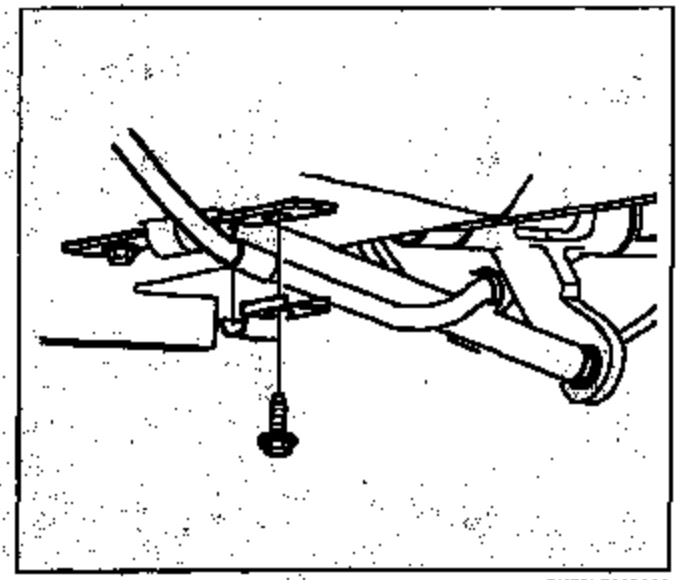
17. Install trailing arm fastener that attaches parking brake strap to body.

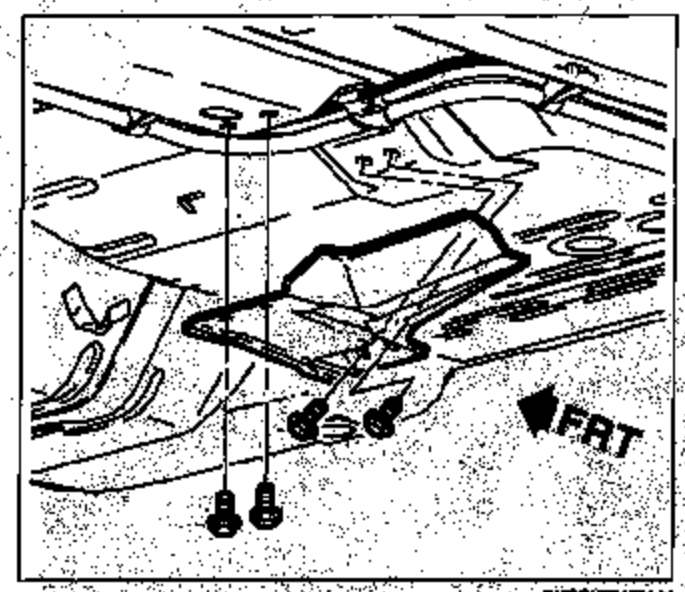
Torque: 140 N•m (103 ft–lbs)

18. Install plastic push-pin retainer to brake pipes at motor rail.

19. Install retaining clips on brake pipes and body attachment studs with nuts.

Torque: 2.5 N•m (22 in–lbs)





20. Install fuel line and brake line shield to body with bolts.

Torque: 12 N•m (9 ft–lbs)

21. Lower vehicle.

22. Connect rear brake pipe(s) to master cylinder.

Torque: 27 N•m (20 ft–lbs)

23. Position and install plastic 4-way brake pipe clamp.

24. Install PCM and attachment fasteners.

Torque: 6 N•m (53 in–lbs)

25. Bleed brake system. (Refer to "Manual Bleeding" or "Pressure Bleeding" in this bulletin.)

26. Test brake system to ensure proper operation.

27. Check for leaks.

MANUAL BLEEDING

NOTICE: Always follow recommended torque specifications and procedures. Over-torque or under-torque of a brake pipe connection, may result in brake fluid leakage, brake pipe damage, and/or brake system failure.

1. Fill the master cylinder reservoir with brake fluid. Keep reservoir at least half full during bleeding procedure.

NOTICE: Brake fluid is corrosive to painted surfaces. Take care not to allow brake fluid to contact painted surfaces on vehicle.

NOTICE: Use only DOT 3 brake fluid from a clean, sealed container. Do not use any fluid from a container which is wet with water. Do not use DOT 5 silicone fluid.

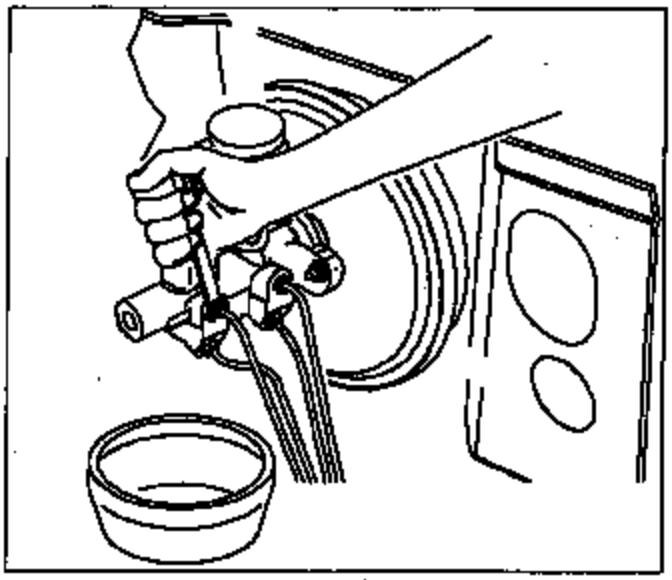
2. If the master cylinder is suspected of having air in its bore, it must be bled before proceeding to brake line bleeding.
   a. Loosen left front brake pipe (front upper port) at master cylinder.
   b. Allow brake fluid to flow from front master cylinder port.
   c. Tighten left front brake pipe into master cylinder.

Torque: 27 N•m (20 ft-lbs)

   d. Loosen left front brake pipe at master cylinder 1/4 turn.
   e. Depress brake pedal slowly until fluid is seen coming from the pipe nut.
   f. Once again, tighten left front brake pipe into master cylinder, while pedal is being depressed.

Torque: 27 N•m (20 ft-lbs)

   g. Slowly release pedal.
   h. Repeat sequence until all air is removed from front (secondary) master cylinder bore.



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i. Loosen right front brake pipe (rear upper port) at master cylinder.

j. Allow brake fluid to flow from rear master cylinder port.

k. Tighten right front brake pipe into master cylinder.

Torque: 27 N•m (20 ft-lbs)

l. Loosen right front brake pipe at master cylinder 1/4 turn.

m. Depress brake pedal slowly until fluid is seen coming from the pipe nut.

n. Once again, tighten right front brake pipe into master cylinder while pedal is being depressed.

Torque: 27 N•m (20 ft-lbs)

o. Slowly release pedal.

p. Repeat sequence until all air is removed from rear (primary) master cylinder bore.

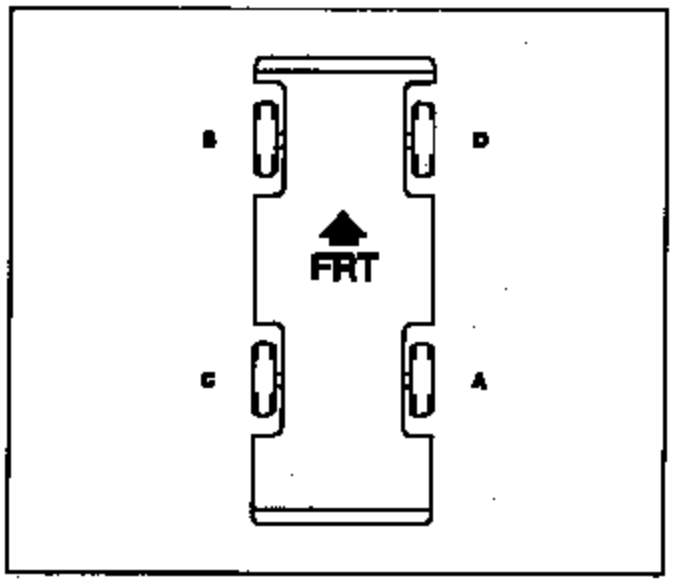
3. Bleed individual calipers and wheel cylinders in the following sequence:

   A. Right rear

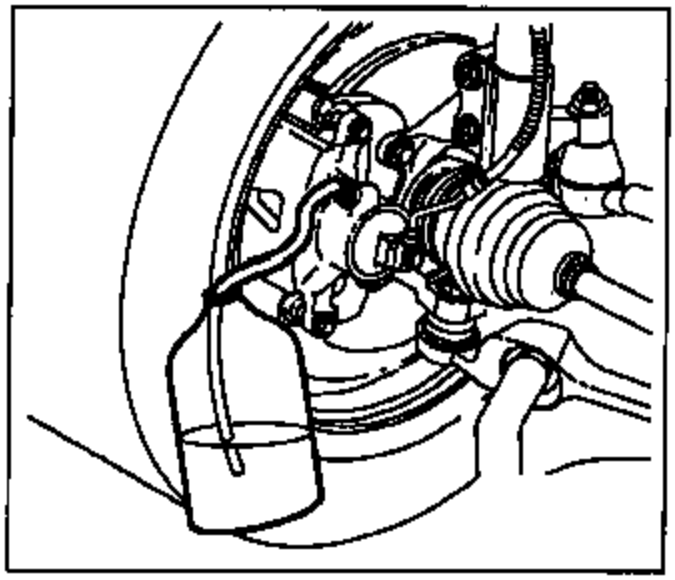
   B. Left front

   C. Left rear

   D. Right front



IMPORTANT: To assist in freeing entrapped air, tap **lightly** on caliper and wheel cylinder castings with a rubber mallet.



a. Place wrench over bleeder valve.

b. Attach transparent hose over bleeder valve nipple. Submerge other end of hose in a transparent container of brake fluid.

c. Loosen bleeder screw.

d. Apply brake pedal slowly and hold.

e. Tighten bleeder valve.

f. Release brake pedal.

g. Repeat sequence until all air is removed from brake pipes.

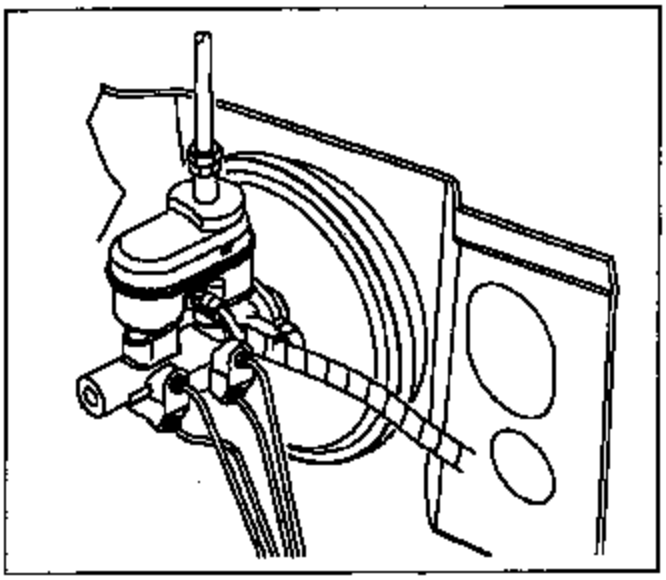
h. Final tighten bleeder valve.

Torque: 11 N•m (97 in-lbs) front

Torque: 7.5 N•m (66 in-lbs) rear

4. Check brake pedal feel for sponginess. If brake pedal exhibits this feel, repeat bleeding procedure until condition disappears.

5. When bleeding procedure is completed on each wheel, check the reservoir fluid level. Fill as necessary.



PRESSURE BLEEDING

TOOLS REQUIRED

- SA9150BR Brake Bleeder Adapter

NOTICE: Use only DOT 3 brake fluid from a clean, sealed container. Do not use any fluid from a container which is wet with water. Do not use DOT 5 silicone fluid.

NOTICE: Pressure bleeding equipment must be of the diaphragm type. It must have a rubber diaphragm between the air supply and the brake fluid to prevent air, moisture, and other contaminants from entering the hydraulic system.

NOTICE: Always follow recommended torque specifications and procedures. Over-torque or under-torque of a brake pipe connection, may result in brake fluid leakage, brake pipe damage, and/or brake system failure.

1. Clean brake fluid reservoir cap and area around cap.
2. Remove cap.
3. Fill the master cylinder reservoir with clean brake fluid.
4. Install bleeder adapter (SA9150BR or equivalent) to the brake fluid reservoir.
5. Connect pressure bleeder to adapter.
6. Charge pressure bleeder equipment to 138-172 kPa (20-25 psi).
7. Perform steps 2-5 of "Manual Bleeding" procedure in this bulletin and skip steps involving brake pedal operation.

CAMPAIGN COMPLETION LABEL

Upon completion of the campaign, a *Campaign Completion Label* and a *Clear Protective Cover* should be affixed on a clean, dry surface of the radiator core support in an area clearly visible when the hood is raised. Each label provides a space to print in ink (or type) the campaign number (00C05) and the five (5) digit facility code of the Retailer performing the campaign service.

As a reminder, additional labels may be ordered from Saturn publications (1-800-828-2112, prompt 3, Item # S03 00013A for the *Campaign Completion Label*, and Item #S03 00013B for the *Clear Protective Cover*).

CREDIT

1. To receive credit for inspection and replacement of brake pipes (if necessary), submit a claim with the information below:

Repair Performed	Failed Part No.	Parts Allow.	Sale Type	Case Type	Labor Op	Labor Hours	Admin. Hours**
Inspect Brake Pipe Fittings	N/A	*	WC	VC	V0382	0.4	0.1
Inspect Brake Pipe Fittings and Replace Brake Pipe(s)	21013345 (R/Frt) 21012546 (L/Frt) 21013048 (R/Rear) 21012542 (L/Rear)		WC	VC	V0383	0.4	0.1
Add:							
A. To Replace Right Front Brake Pipe						0.8	
B. To Replace Left Front Brake Pipe						0.7	
C. To Replace Both Front Brake Pipes						0.9	
D. To Replace Right Rear Brake Pipe						1.1	
E. To Replace Left Rear Brake Pipe						1.1	
F. To Replace Both Rear Brake Pipes						1.2	
G. To Replace One Front Brake Pipe and One Rear Brake Pipe						1.3	
H. To Replace Both Front Brake Pipes and One Rear Brake Pipe						1.4	
I. To Replace One Front Brake Pipe and Both Rear Brake Pipes						1.4	
J. To Replace All Brake Pipes						1.5	

2. To receive credit for loaner/rental car costs incurred while owner awaits campaign repair or other goodwill expenses, submit a claim with the information below:

Repair Performed	Sale Type	Case Type	Labor Op	Net Item Amount	Net Item Code	# Days Rental
Loaner Reimbursement	WC	VC	Z4054	***	C	****
Other/Goodwill	WC	VC	Z4055	***	R	N/A

3. Retailers are empowered to use good judgement regarding loaner/rental cars or any other goodwill expenses deemed necessary. It will not be necessary to call the Saturn Customer Assistance Center for authorization of goodwill. The Goodwill Worksheet (printed towards the back of this bulletin) must be used to document goodwill expenses. The completed Goodwill Worksheet must be attached to the hard copy of the CSO. Retailers are to make sufficient copies of the blank Goodwill Worksheet to document goodwill expenses.

4. 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.

5. **All labor operations claimed in this bulletin must be submitted on individual (unrelated) CSO lines.** Refer to the Customer Service Order Preparation Manual for details on Product Campaign Claim Submission.

* The parts allowance should be the sum total of the current SSPO Retailer net price plus 30% of all parts required for the repair

** Campaign administrative allowance

*** Net amount must be submitted as a miscellaneous sale. Loaner reimbursement not to exceed $30/day.

**** Enter number of days vehicle was rented . . . Not to exceed 1 day.

LIST OF INVOLVED VEHICLES WITHIN VIN RANGE

YZ100005	YZ100153	YZ100341	YZ100407	YZ100492	YZ100576	YZ100652
YZ100006	YZ100154	YZ100342	YZ100408	YZ100495	YZ100579	YZ100653
YZ100008	YZ100156	YZ100343	YZ100409	YZ100496	YZ100580	YZ100656
YZ100010	YZ100157	YZ100344	YZ100412	YZ100498	YZ100581	YZ100660
YZ100012	YZ100158	YZ100345	YZ100413	YZ100499	YZ100582	YZ100661
YZ100013	YZ100160	YZ100346	YZ100414	YZ100500	YZ100583	YZ100665
YZ100015	YZ100162	YZ100347	YZ100415	YZ100501	YZ100584	YZ100667
YZ100018	YZ100164	YZ100348	YZ100416	YZ100503	YZ100587	YZ100668
YZ100020	YZ100168	YZ100349	YZ100417	YZ100504	YZ100590	YZ100669
YZ100022	YZ100172	YZ100350	YZ100418	YZ100505	YZ100591	YZ100671
YZ100024	YZ100174	YZ100351	YZ100420	YZ100507	YZ100592	YZ100674
YZ100025	YZ100182	YZ100352	YZ100422	YZ100508	YZ100593	YZ100675
YZ100029	YZ100188	YZ100353	YZ100426	YZ100512	YZ100595	YZ100676
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YZ108531	YZ108596	YZ108655	YZ108728	YZ108792	YZ108861	YZ108945
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YZ108535	YZ108599	YZ108660	YZ108731	YZ108796	YZ108866	YZ108948
YZ108537	YZ108600	YZ108661	YZ108732	YZ108797	YZ108867	YZ108950
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YZ108555	YZ108616	YZ108674	YZ108747	YZ108811	YZ108884	YZ108970
YZ108557	YZ108617	YZ108677	YZ108749	YZ108812	YZ108888	YZ108971
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YZ108561	YZ108621	YZ108683	YZ108754	YZ108816	YZ108895	YZ108975
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YZ109000	YZ109085	YZ109177	YZ109277	YZ109384	YZ109473	YZ109549
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YZ109005	YZ109087	YZ109179	YZ109280	YZ109386	YZ109475	YZ109551
YZ109006	YZ109090	YZ109180	YZ109283	YZ109388	YZ109476	YZ109553
YZ109007	YZ109093	YZ109182	YZ109285	YZ109389	YZ109477	YZ109554
YZ109008	YZ109094	YZ109184	YZ109287	YZ109390	YZ109478	YZ109555
YZ109009	YZ109095	YZ109185	YZ109288	YZ109393	YZ109481	YZ109556
YZ109010	YZ109096	YZ109186	YZ109289	YZ109394	YZ109482	YZ109557
YZ109011	YZ109099	YZ109187	YZ109290	YZ109395	YZ109483	YZ109558
YZ109013	YZ109101	YZ109188	YZ109297	YZ109397	YZ109485	YZ109559
YZ109014	YZ109103	YZ109190	YZ109299	YZ109401	YZ109487	YZ109560
YZ109016	YZ109104	YZ109192	YZ109302	YZ109403	YZ109488	YZ109562
YZ109019	YZ109105	YZ109193	YZ109305	YZ109405	YZ109490	YZ109563
YZ109021	YZ109106	YZ109197	YZ109308	YZ109406	YZ109492	YZ109564
YZ109023	YZ109109	YZ109200	YZ109309	YZ109407	YZ109493	YZ109565
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YZ109032	YZ109112	YZ109211	YZ109314	YZ109412	YZ109495	YZ109569
YZ109033	YZ109117	YZ109212	YZ109315	YZ109413	YZ109497	YZ109570
YZ109034	YZ109118	YZ109213	YZ109319	YZ109415	YZ109498	YZ109571
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YZ109036	YZ109121	YZ109218	YZ109322	YZ109420	YZ109500	YZ109574
YZ109038	YZ109122	YZ109219	YZ109323	YZ109422	YZ109502	YZ109575
YZ109040	YZ109124	YZ109221	YZ109327	YZ109423	YZ109503	YZ109577
YZ109041	YZ109126	YZ109224	YZ109328	YZ109425	YZ109504	YZ109578
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YZ109047	YZ109129	YZ109228	YZ109336	YZ109429	YZ109511	YZ109581
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YZ109052	YZ109135	YZ109231	YZ109341	YZ109434	YZ109515	YZ109584
YZ109053	YZ109136	YZ109233	YZ109342	YZ109436	YZ109516	YZ109585
YZ109054	YZ109137	YZ109235	YZ109343	YZ109438	YZ109517	YZ109586
YZ109055	YZ109140	YZ109237	YZ109344	YZ109441	YZ109518	YZ109587
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YZ109058	YZ109142	YZ109241	YZ109349	YZ109443	YZ109521	YZ109589
YZ109059	YZ109143	YZ109242	YZ109350	YZ109444	YZ109522	YZ109590
YZ109061	YZ109144	YZ109243	YZ109351	YZ109446	YZ109525	YZ109592
YZ109064	YZ109146	YZ109244	YZ109352	YZ109448	YZ109526	YZ109593
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YZ109070	YZ109153	YZ109248	YZ109363	YZ109455	YZ109530	YZ109598
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YZ109074	YZ109157	YZ109258	YZ109369	YZ109459	YZ109537	YZ109602
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YZ109080	YZ109170	YZ109268	YZ109375	YZ109465	YZ109543	YZ109607
YZ109081	YZ109172	YZ109269	YZ109376	YZ109466	YZ109544	YZ109610
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YZ109618	YZ109684	YZ109749	YZ109816	YZ109883	YZ109991	YZ110101
YZ109619	YZ109685	YZ109750	YZ109817	YZ109887	YZ109992	YZ110102
YZ109620	YZ109686	YZ109751	YZ109819	YZ109889	YZ109995	YZ110104
YZ109621	YZ109687	YZ109752	YZ109820	YZ109891	YZ109996	YZ110110
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YZ109624	YZ109689	YZ109754	YZ109822	YZ109896	YZ110001	YZ110115
YZ109626	YZ109690	YZ109755	YZ109824	YZ109898	YZ110004	YZ110117
YZ109627	YZ109691	YZ109757	YZ109825	YZ109899	YZ110005	YZ110118
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YZ109630	YZ109694	YZ109759	YZ109827	YZ109901	YZ110009	YZ110121
YZ109631	YZ109695	YZ109760	YZ109829	YZ109902	YZ110011	YZ110122
YZ109632	YZ109696	YZ109761	YZ109830	YZ109903	YZ110012	YZ110125
YZ109633	YZ109697	YZ109764	YZ109831	YZ109905	YZ110013	YZ110128
YZ109634	YZ109698	YZ109766	YZ109832	YZ109906	YZ110014	YZ110129
YZ109635	YZ109699	YZ109767	YZ109833	YZ109909	YZ110015	YZ110131
YZ109637	YZ109701	YZ109768	YZ109834	YZ109910	YZ110016	YZ110134
YZ109638	YZ109703	YZ109769	YZ109835	YZ109913	YZ110019	YZ110140
YZ109639	YZ109704	YZ109770	YZ109836	YZ109914	YZ110020	YZ110141
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YZ109642	YZ109706	YZ109772	YZ109838	YZ109921	YZ110026	YZ110145
YZ109643	YZ109707	YZ109773	YZ109839	YZ109922	YZ110031	YZ110146
YZ109645	YZ109708	YZ109774	YZ109841	YZ109923	YZ110034	YZ110152
YZ109646	YZ109710	YZ109776	YZ109842	YZ109926	YZ110037	YZ110153
YZ109647	YZ109711	YZ109778	YZ109846	YZ109928	YZ110041	YZ110154
YZ109648	YZ109712	YZ109780	YZ109847	YZ109932	YZ110046	YZ110155
YZ109650	YZ109713	YZ109781	YZ109848	YZ109933	YZ110047	YZ110158
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YZ109652	YZ109715	YZ109783	YZ109850	YZ109935	YZ110053	YZ110161
YZ109653	YZ109716	YZ109785	YZ109851	YZ109936	YZ110055	YZ110162
YZ109654	YZ109717	YZ109786	YZ109852	YZ109938	YZ110059	YZ110165
YZ109655	YZ109718	YZ109787	YZ109853	YZ109941	YZ110060	YZ110167
YZ109656	YZ109719	YZ109788	YZ109854	YZ109943	YZ110066	YZ110170
YZ109657	YZ109721	YZ109789	YZ109855	YZ109944	YZ110068	YZ110173
YZ109658	YZ109722	YZ109790	YZ109856	YZ109945	YZ110069	YZ110174
YZ109659	YZ109723	YZ109791	YZ109857	YZ109946	YZ110070	YZ110177
YZ109661	YZ109724	YZ109792	YZ109858	YZ109947	YZ110071	YZ110178
YZ109662	YZ109728	YZ109793	YZ109859	YZ109948	YZ110075	YZ110179
YZ109663	YZ109730	YZ109794	YZ109861	YZ109950	YZ110076	YZ110182
YZ109664	YZ109732	YZ109796	YZ109863	YZ109951	YZ110077	YZ110185
YZ109665	YZ109733	YZ109797	YZ109864	YZ109952	YZ110078	YZ110186
YZ109666	YZ109734	YZ109799	YZ109865	YZ109954	YZ110080	YZ110187
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YZ109669	YZ109736	YZ109801	YZ109868	YZ109961	YZ110083	YZ110189
YZ109670	YZ109737	YZ109802	YZ109870	YZ109962	YZ110085	YZ110190
YZ109671	YZ109738	YZ109803	YZ109871	YZ109964	YZ110088	YZ110192
YZ109672	YZ109739	YZ109804	YZ109872	YZ109965	YZ110089	YZ110194
YZ109673	YZ109740	YZ109805	YZ109873	YZ109966	YZ110090	YZ110196
YZ109674	YZ109741	YZ109806	YZ109874	YZ109968	YZ110091	YZ110199
YZ109675	YZ109742	YZ109807	YZ109875	YZ109971	YZ110093	YZ110203

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YZ110205	YZ110232	YZ110268	YZ110299	YZ110326	YZ110351	YZ110381
YZ110206	YZ110233	YZ110269	YZ110303	YZ110327	YZ110352	YZ110382
YZ110208	YZ110235	YZ110270	YZ110304	YZ110329	YZ110353	YZ110383
YZ110209	YZ110237	YZ110271	YZ110305	YZ110330	YZ110354	YZ110384
YZ110211	YZ110238	YZ110272	YZ110308	YZ110331	YZ110355	YZ110385
YZ110212	YZ110240	YZ110274	YZ110309	YZ110332	YZ110356	YZ110386
YZ110213	YZ110243	YZ110275	YZ110311	YZ110334	YZ110357	YZ110387
YZ110214	YZ110249	YZ110277	YZ110312	YZ110335	YZ110358	YZ110388
YZ110215	YZ110250	YZ110278	YZ110313	YZ110337	YZ110359	YZ110389
YZ110217	YZ110252	YZ110280	YZ110314	YZ110338	YZ110361	YZ110390
YZ110218	YZ110253	YZ110281	YZ110315	YZ110339	YZ110362	YZ110391
YZ110219	YZ110255	YZ110284	YZ110316	YZ110340	YZ110364	YZ110392
YZ110220	YZ110256	YZ110287	YZ110317	YZ110341	YZ110366	YZ110396
YZ110221	YZ110257	YZ110290	YZ110318	YZ110342	YZ110367	YZ110397
YZ110222	YZ110259	YZ110291	YZ110319	YZ110343	YZ110368	YZ110398
YZ110224	YZ110260	YZ110292	YZ110320	YZ110345	YZ110370	YZ110399
YZ110225	YZ110261	YZ110293	YZ110321	YZ110346	YZ110371	YZ110400
YZ110227	YZ110262	YZ110294	YZ110322	YZ110347	YZ110373	YZ110401
YZ110228	YZ110264	YZ110295	YZ110323	YZ110348	YZ110374	YZ110402
YZ110229	YZ110266	YZ110296	YZ110324	YZ110349	YZ110377	

Saturn Corporation
100 Saturn Parkway
Spring Hill, TN 37174
1–800–553–6000

August, 1999

Dear Saturn Owner:

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

Saturn has decided that certain 2000 model year S-Series vehicles may fail to conform to the requirements of Federal Motor Vehicle Safety Standard 135, "Passenger Car Brake Systems." These vehicles were produced with brake pipe attachment nuts that may not be tightened to specification. If the brake pipe nuts are not properly tightened, brake fluid leakage could occur. Continuing to operate the vehicle with brake fluid leaking may result in illumination of the red "BRAKE" warning light on the instrument panel, and/or an increase in brake pedal travel. If this condition were to occur in a situation where stopping distances were minimal, a vehicle crash could occur.

What Saturn will do:

We will inspect brake pipe nuts for leakage, verify they are tightened to specification, and replace brake pipes as needed at no charge to you. It will take less than two hours to make the repairs, although some additional time may be required for paperwork and processing.

What you should do:

Contact your Saturn Retailer to arrange to have this service performed.

Your Retailer is prepared to perform this service promptly and with minimal inconvenience to you. However, if your car is provided to the Retailer on the agreed service date and the condition is not remedied on that date, or within five days, please contact the Saturn Customer Assistance Center at 1–800–553–6000 prompt 3, or for the hearing impaired, 1–800–833–6000. We will assist you and the Retailer in getting your car serviced.

If, after contacting your Saturn Retailer and the Saturn 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, 400 Seventh St., SW, Washington, DC 20590, or call 1–800–424–9393 (Washington, DC residents use 202–366–0123).

Again, we sincerely regret any inconvenience or concern this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Saturn provides you many miles of enjoyable driving.

Sincerely,

Saturn Corporation
00-C-05

00–C–05 GOODWILL WORKSHEET

As stated in the "Credit" section of this bulletin, Retailers are empowered to use good judgement regarding loaner/rental cars or other goodwill expenses that might become necessary for customer satisfaction.

Complete this worksheet and attach it to the hard copy of the Customer Service Order (CSO) to document all campaign goodwill claims submitted to Saturn.

VIN #_____

A. Vehicle Loaner/Rental Allowance $_____
Explanation:

_____

_____

Repair Performed	Sale Type	Case Type	Labor OP	Net Item Code	# Days Rental
Loaner Reimbursement	WC	VC	Z4054	C	*

* Not to exceed $30 / day for 1 day

B. Other/Goodwill Allowance $_____
Explanation (Specify what was done and why):

_____

_____

_____

Repair Performed	Sale Type	Case Type	Labor OP	Net Item Code	# Days Rental
Other/Goodwill	WC	VC	Z4055	R	N/A

_____
Authorized Retailer Signature

(Please copy this form as necessary)