

DSC1026
URGENT - DISTRIBUTE IMMEDIATELY

DATE: March 14, 2003

SUBJECT: Upcoming Product Safety Recall
Electric Outside Rearview Mirror Switch

MODELS: 1997 - Chevrolet Blazer and Suburban
1998 - Chevrolet C/K Extended Cab Pickup, Astro Van
and Suburban
1997 - GMC Jimmy and Suburban
1998 - GMC Sierra Extended Cab Pickup, Safari Van
and Suburban

TO: All Chevrolet and GMC Dealers

ATTENTION: Dealer Operator, General Manager, Sales Manager,
Service Manager and Parts Manager

03V-093

Based on preliminary information from the NHTSA web site, the media may report that a safety recall is to be announced involving 1997 Chevrolet Blazer and Suburban; GMC Jimmy and Suburban; 1998 Chevrolet C/K Extended Cab Pickup, Astro Van and Suburban; and GMC Sierra Extended Cab Pickup, Safari Van and Suburban model vehicles equipped with electric outside rearview mirrors.

These vehicles were built from March 1996 through September 1998 and, under certain conditions, may develop a short circuit in the electric outside rearview mirror switch. If this were to happen, it could result in an inoperative switch, heat damage to the driver's door, and/or ignition of components in the driver's door and a subsequent vehicle fire without prior warning.

To correct this condition, dealers will install a fused jumper harness in the door wiring leading to the mirror switch. This service will be performed at no cost to customers.

Due to the large number of vehicles involved (approximately 573,000), it will take time to build and ship enough jumper harnesses to dealers to fix the condition. Consequently, this product safety recall will not be announced by General Motors until late April 2003.

Listed below are some anticipated questions and answers to assist in responding to customer inquiries.

Q1: What is the condition that prompted a safety recall?
A1: Some 1997 Chevrolet Blazer and Suburban; GMC Jimmy and Suburban; 1998 Chevrolet C/K Extended Cab Pickup, Astro Van and Suburban; and GMC Sierra Extended Cab Pickup, Safari Van and Suburban model vehicles equipped with electric outside rearview mirrors,

may have a short circuit in the vehicle wiring which can cause damage to the mirror control switch in the driver's door panel.

- Q2: What might occur as a result of this condition?
A2: A short circuit could create sufficient switch damage to allow continuous current flow through the switch, eventually producing sufficient heat to initiate smoldering in the switch, wiring insulation, and adjacent materials.
- Q3: How would a vehicle owner realize the condition exists?
A3: Warning signals of the condition are inoperative mirror controls and/or possible smoke or odor from the driver's door panel.
- Q4: Is there reason for being concerned about this condition?
A4: The initial smoldering could progress to flames on the door trim panel and other interior surfaces.
- Q5: What triggers the condition?
A5: After the internal mirror switch circuitry is damaged, the switch could continue to pass current directly from the battery. The heat generated in the switch could eventually ignite the switch and surrounding materials in the driver's door trim panel.
- Q6: What is the cause of this condition?
A6: Some of the components in the control switch are not robust enough in the presence of high current.
- Q7: Could this condition affect the newer model year vehicles?
A7: No. The replacement full-size trucks (GMT800) use a different switch design. Newer midsize trucks (GMT 360/370) use a different switch design and/or circuit protection.
- Q8: How was this condition discovered?
A8: NHTSA had informed GM that they were beginning a preliminary investigation of electrical fires in the area of the power mirror switch in the driver's door based on complaints involving 1998 model full-size pickups. GM cooperated with the investigation and began extensive testing and analysis.
- Q9: How many reports of incidents?
A9: There are 106 confirmed reports of electrical fires in driver's door of the subject model and year population. There are 67 cases where the mirror control switch was specifically given as the fire's source.
- Q10: When can the fires ignite?
A10: Reports indicate that fires began over a wide range of time periods, ranging from while the mirror was still being adjusted to several hours after the vehicle was left unattended.
- Q11: Have there been any reports of injuries?
A11: There were three reported slight burn injuries to drivers' extremities.

- Q12: Who is the supplier of the mirror control switch?
A12: GM does not reveal the name of its suppliers in recalls.
- Q13: Where were these vehicles built?
A13: The full-size pickups were built at the General Motors assembly plant in Oshawa, Ontario. The full-size SUVs were built at the General Motors assembly plants in Janesville, Wisconsin and Silao, Mexico. The midsize vehicles were built at the General Motors assembly plants in Linden, New Jersey (SUVs) and Baltimore, Maryland (vans).
- Q14: How many vehicles are in the U.S. and Canada?
A14: Of the approximately 573,000 vehicles involved in this recall, approximately 507,000 are in the U.S. About 46,000 are in Canada.
- Q15: What will GM do to correct this condition on the subject vehicles?
A15: Chevrolet and GMC dealers will install a fused jumper harness in the door wiring leading to the mirror switch. This will provide over-current protection.
- Q16: Are parts at the dealers, and can owners bring in their vehicles for repair right away?
A16: No. The recall will begin in late April 2003.
- Q17: Why are you waiting until April to conduct this recall?
A17: Due to the large number of vehicles involved, it will take time to build and ship enough jumper harnesses to dealers to fix the condition.
- Q18: Is it safe to drive these vehicles?
A18: Yes. 1997 Chevrolet Blazer and Suburban; GMC Jimmy and Suburban; 1998 Chevrolet C/K Extended Cab Pickup, Astro Van and Suburban; and GMC Sierra Extended Cab Pickup, Safari Van and Suburban model vehicles meet all federal safety standards. Customers should bring their vehicles to the dealers as soon as they receive their recall notification letters.
- Q19: What if a customer notices that the power mirror control switch is inoperative before they get the recall letter?
A19: If a customer notices that the power mirror control switch is inoperative, they should bring their vehicle to the dealer as soon as possible. Dealers should perform normal power mirror system diagnosis to locate the source of the problem and correct it. If the problem is related to the power mirror switch and/or related wiring, the repair should be handled as a goodwill adjustment with Area Service Manager authorization, if required. If the problem is related to the motors in the exterior power mirror assemblies, the cost of the repair is the customer's responsibility. Regardless of the repair, the customer will still need to bring the vehicle back to the dealer for installation of the fused jumper harness when they receive their recall notification letter.

- Q20: What if a customer sees smoke or smells an odor from the driver's door panel before they get the recall letter?
- A20: If a customer sees smoke or smells an odor from the driver's door panel they should contact their dealer immediately and, if possible, disconnect the negative battery cable. If the customer is not able to disconnect the negative battery cable, they should park the vehicle outside, away from buildings or other vehicles, until it can be transported to the nearest dealership. In such situations, until the problem can be diagnosed, providing the customer with courtesy transportation should be considered on a case-by-case basis. Dealers should perform normal power mirror system diagnosis to locate the source of the problem. If the problem is related to the power mirror switch and/or related wiring, the repair should be handled as a goodwill adjustment with Area Service Manager authorization, if required. If the problem is not related to the power mirror switch and/or related wiring, the cost of the repair is the customer's responsibility. Regardless of the repair, the customer will still need to bring the vehicle back to the dealer for installation of the fused jumper harness when they receive their recall notification letter.

END OF MESSAGE
GM SERVICE AND PARTS OPERATIONS



Service Parts Operations

RPM#

DISTRIBUTION:	
<input type="checkbox"/> DEALER PRINCIPAL	<input type="checkbox"/> USED CAR SALES
<input type="checkbox"/> PARTS MANAGER	<input type="checkbox"/> BODY SHOP MANAGER
<input type="checkbox"/> SERVICE MANAGER	<input type="checkbox"/> BUSINESS/GENERAL
<input type="checkbox"/> NEW CAR SALES	<input type="checkbox"/> OTHER
PLEASE INITIAL AND RETURN TO PARTS MANAGER FOR PERMANENT FILE.	

Recall Parts Bulletin

TO: CHEVROLET AND GMC DEALERS

DATE: APRIL 17, 2003

03V-093

FROM: J. M. STONE, RECALL MANAGER

SUBJECT: 03006 - ELECTRIC OUTSIDE REARVIEW MIRROR SWITCH SHORT CIRCUIT

ATTN: PARTS MANAGER

RECEIVED
 MMS-218
 APR 17 A 10:21
 OFFICE OF
 DEFECTS INVESTIGATION

PRODUCT SAFETY RECALL BULLETIN #03006 - APRIL 17, 2003

DESCRIPTION:

- General Motors has decided that a defect which relates to motor vehicle safety exists in certain 1997 Chevrolet Blazer and Suburban; GMC Jimmy and Suburban; 1998 Chevrolet C/K Extended Cab Pickup, Astro Van, and Suburban; and GMC Sierra Extended Cab Pickup, Safari Van, and Suburban vehicles equipped with electric outside rearview mirrors. Under certain conditions, some of these vehicles may develop a short circuit in the electric outside rearview mirror switch. If this were to happen, it could result in an inoperative switch, heat damage to the driver's door, and/or ignition of components in the driver's door and a subsequent vehicle fire without prior warning.
- Dealers are to install a fused jumper harness to the electric outside rearview mirror switch.
- Refer to the Product Safety Bulletin for further information.

EFFECTIVE DATE:

- Initial owner mailing is scheduled to begin: April 24, 2003.
- **Important:** An initial supply of parts required to complete this program will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of April 14, 2003. Pre-shipped parts will be charged to dealer's open parts account.

GENERAL INFORMATION:

Part Number	Description	Quantity/Vehcle
15104166	Harness Kit, O/S RR View Mir Body Wrg	1

Dealer Distribution: TO: ALL CHEVROLET, AND GMC DEALERS
ATTN: SERVICE MANAGER, PARTS MANAGER AND WARRANTY
MANAGER

GM SERVICE AND PARTS OPERATIONS
DCS1041
URGENT - DISTRIBUTE IMMEDIATELY

DATE: April 17, 2003

SUBJECT: 03006 PRODUCT SAFETY RECALL
ELECTRIC OUTSIDE REARVIEW MIRROR SWITCH
SHORT CIRCUIT

MODELS: 1997 CHEVROLET BLAZER, SUBURBAN
1997 CHEVROLET C/K EXT. CAB PICKUP, ASTRO VAN,
SUBURBAN
1997 GMC JIMMY, SUBURBAN

1998 GMC SIERRA EXT. CAB PICKUP, SAFARI VAN,
SUBURBAN
EQUIPPED WITH ELECTRIC OUTSIDE REARVIEW MIRRORS

TO: ALL CHEVROLET, AND GMC DEALERS

ATTN: Service Manager, Parts Manager and Warranty
Manager

General Motors is announcing Product Safety Recall 03006 today.
See the attached bulletin for details.

MAILING INFORMATION

Dealer bulletin mailing will begin on April 17, 2003.
Owner letter mailing will begin on April 24, 2003.

GM VEHICLE INQUIRY SYSTEM (GMVIS)

GMVIS information will be available on April 17, 2003.

SERVICE INFORMATION SYSTEM (SI)

Bulletin 03006 is scheduled to be available in SI in the
near future.



03006 Bulletin.doc

END OF MESSAGE

GM SERVICE AND PARTS OPERATIONS

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