



File In Section: Product Recalls
Bulletin No.: 03008
Date: March, 2003

Recall Bulletin

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NVS-215

2003 MAR 17 P 2:53

03V-051



PRODUCT SAFETY RECALL

SUBJECT: 03008 - DRIVER AIR BAG INFLATOR
MODELS: 2003 BUICK RENDEZVOUS
2003 CADILLAC DEVILLE
2003 CHEVROLET VENTURE, IMPALA, MONTE CARLO, TRAILBLAZER,
TRAILBLAZER EXT
2003 GMC ENVOY, ENVOY XL
2003 PONTIAC MONTANA

FOR VEHICLES INVOLVED IN THIS RECALL, **DO NOT** FOLLOW THE NORMAL PROCEDURE OF DEPLOYING REMOVED AIR BAG MODULES. DEPLOYMENT OF AN AIR BAG MODULE REPLACED UNDER THIS RECALL COULD CAUSE THE INFLATOR TO FRACTURE, AND COULD RESULT IN SEVERE INJURY FROM METAL AND PLASTIC DEBRIS.

To arrange for return of air bag modules removed from vehicles involved in this recall, contact Autoliv via telephone at 800-503-0967 (U.S.), or 248-375-6567 (Canada/Mexico/IPC). An Autoliv representative will make arrangements to pick up and safely dispose of the modules. Store removed modules in an area with limited access.

CONDITION

General Motors has decided that a defect that relates to motor vehicle safety exists in certain 2003 model year Buick Rendezvous; Cadillac DeVille; Chevrolet Venture, Impala, Monte Carlo, TrailBlazer, and TrailBlazer EXT; GMC Envoy and Envoy XL; and Pontiac Montana vehicles. Some of these vehicles have a driver's side air bag that may not deploy as designed, resulting in reduced capability of the air bag to protect the driver. In addition, the air bag inflator may fracture. If this were to occur, pieces of the inflator could strike and injure the vehicle occupants.

CORRECTION

Dealers are to inspect, and if necessary, install a new driver's air bag.

VEHICLES INVOLVED

Involved are certain 2003 model year Buick Rendezvous; Cadillac DeVille; Chevrolet Venture, Impala, Monte Carlo, TrailBlazer, and TrailBlazer EXT; GMC Envoy and Envoy XL; and Pontiac Montana vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2003	Buick	Rendezvous	3S518882	3S528212
2003	Cadillac	DeVille	3U111685	3U111685
2003	Chevrolet	Venture	3D134424	3D145083
2003	Chevrolet	Impala	39141489	39161016
2003	Chevrolet	Monte Carlo	39144800	39153861
2003	Chevrolet	TrailBlazer	32135628	32160278
2003	Chevrolet	TrailBlazer EXT	38116921	38124200
2003	GMC	Envoy	32138495	31281068
2003	GMC	Envoy XL	36121281	36122514
2003	Pontiac	Montana	3D113289	3D144892

IMPORTANT: Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry System) or **GM Access Screen** (Canada only) or **DCS Screen 445** (IPC 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

Important: Replacement parts are on order control and cannot be ordered without the authorized 14 character bar code found on the rear side of the air bag module.

- For U.S./Canada – Call GMSPO at 1-888-551-4395 to order the replacement part.
- For IPC – Dealers should contact their International Customer Service Representative at GMSPO.

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.

Part Number	Description	Quantity/Vehicle
10313105	Module, Strg Whl Infl Rst (Blue) (Impala)	1
10313106	Module, Strg Whl Infl Rst (Pewter) (Impala)	1
10313107	Module, Strg Whl Infl Rst (Neutral) (Impala)	1
10313108	Module, Strg Whl Infl Rst (Ebony) (Monte Carlo)	1
10314244	Module, Strg Whl Infl Rst (Gray) (Rendezvous)	1
10434985	Module, Strg Whl Infl Rst (Ebony) (Venture)	1
10434986	Module, Strg Whl Infl Rst (Ebony) (Montana)	1
15168511	Module, Strg Whl Infl Rst (Ebony) (TrailBlazer)	1
15168514	Module, Strg Whl Infl Rst (Ebony) (Envoy)	1
16867469	Module, Strg Whl Infl Rst (Gray) (DeVille)	1
10434986	Module, Strg Whl Infl Rst (Ebony) (Montana)	1

SERVICE PROCEDURE

The following service procedures for replacing the driver's air bag module are different than those found in the service manuals. As a result, the labor times published in this recall bulletin are different than those currently in the labor time guide. Labor time for deploying the air bag was removed because the removed air bags are NOT to be deployed.

Important

The only vehicle that requires an inspection is the Chevrolet Impala. All other vehicles require an air bag replacement.

Cadillac DeVille

1. Remove the rear seat cushion.
2. Remove the cover from the electrical center and remove the SIR fuse.
3. Using tool J-44298, release the spring clips on the rear side of the DRIVER's air bag that attach it to the steering wheel.
4. Disconnect the two air bag electrical connectors and the one horn electrical connector.
5. Remove the air bag.
6. Connect the two air bag connectors and the horn electrical connector to the new air bag.
7. Route the wiring harness as necessary and position the air bag to the steering wheel.
8. Press the air bag to the steering wheel to engage the spring clips.

9. Install the SIR fuse and the cover on the electrical center.
10. Install the rear seat cushion.
11. Turn the ignition switch to the ON position and verify that the AIR BAG indicator flashes seven (7) times and goes out.
12. Install the GM Recall Identification Label.
13. Place the removed air bag in the box that the new air bag came in, tape it shut and mark the box as follows:

"DO NOT DEPLOY -- FOR FURTHER INFORMATION REFER TO RECALL BULLETIN 03008."

To arrange for return of the removed air bag module, contact Autoliv at 800-503-0967 (U.S.), or 248-375-6567 (Canada/Mexico/IPC). An Autoliv representative will make arrangements to pick up and safely dispose of the modules. Store removed modules in an area with limited access.

Chevrolet Venture and Pontiac Montana

1. Remove the cover from the electrical center on the right side end of the instrument panel.
2. Remove the SIR fuse.
3. Using tool J-44298, release the spring clips on the rear side of the DRIVER'S air bag that attach it to the steering wheel.
4. Disconnect the two air bag electrical connectors and the one horn electrical connector.
5. Remove the air bag.
6. Connect the two air bag electrical connectors and the horn electrical connector to the new air bag.
7. Route the wiring harness as necessary and position the air bag to the steering wheel.
8. Press the air bag to the steering wheel to engage the spring clips.
9. Install the SIR fuse.
10. Install the cover over the electrical center on the right side end of the instrument panel.
11. Turn the ignition switch to the ON position and verify that the AIR BAG indicator flashes seven (7) times and goes out.
12. Install the GM Recall Identification Label.
13. Place the removed air bag in the box that the new air bag came in, tape it shut and mark the box as follows:

"DO NOT DEPLOY -- FOR FURTHER INFORMATION REFER TO RECALL BULLETIN 03008."

To arrange for return of the removed air bag module, contact Autoliv at 800-503-0967 (U.S.), or 248-375-6567 (Canada/Mexico/IPC). An Autoliv representative will make arrangements to pick up and safely dispose of the modules. Store removed modules in an area with limited access.

Chevrolet TrailBlazer, TrailBlazer EXT, and GMC Envoy, Envoy XL

1. Open the hood, remove the cover from the underhood electrical center, and remove the AIR BAG fuse.
2. Using a blunt-ended tool, release the DRIVER'S air bag by pushing the leaf spring fasteners inward through the two small access holes located on the rear side of the steering wheel.
3. Disconnect the two electrical connectors from the backside of the air bag.
4. Remove the air bag.
5. Connect the two electrical connectors to the new air bag.
6. Route the wiring harness as necessary and position the air bag to the steering wheel.
7. Press the air bag to the steering wheel to engage the leaf springs.
8. Install the AIR BAG fuse.
9. Install the cover on the underhood electrical center.
10. Turn the ignition switch to the ON position and verify that the AIR BAG indicator flashes seven (7) times and goes out.
11. Install the GM Recall Identification Label.
12. Place the removed air bag in the box that the new air bag came in, tape it shut and mark the box as follows:

"DO NOT DEPLOY -- FOR FURTHER INFORMATION REFER TO RECALL BULLETIN 03008."

To arrange for return of the removed air bag module, contact Autoliv at 800-503-0967 (U.S.), or 248-375-8567 (Canada/Mexico/IPC). An Autoliv representative will make arrangements to pick up and safely dispose of the modules. Store removed modules in an area with limited access.

Chevrolet Monte Carlo

1. Remove the cover from the electrical center on the left side end of the instrument panel.
2. Remove the SRS fuse.
3. With the front wheels facing straight ahead, turn the steering wheel 90 degrees (1/4 turn) to the left so that the right spoke is now facing upwards. Using a flat-bladed screwdriver through the hole in the rear side of the upwards facing spoke, move the spring clip in a DOWNWARDS direction while pulling that corner of the air bag away from the steering wheel.

Continue turning the steering wheel another 90 degrees (1/4 turn) so that the bottom spoke is now facing upwards. At this point, the steering wheel is upside down. Again using a flat-bladed screwdriver through the hole in the rear side of the upwards facing spoke, move the spring clip towards the CENTER of the vehicle while pulling that corner of the air bag away from the steering wheel.

Turn the steering wheel back until the left spoke is facing upwards. Once again, using a flat-bladed screwdriver through the hole in the rear side of the upwards facing spoke, move the spring clip in an UPWARDS direction while pulling that corner of the air bag away from the steering wheel.

4. Disconnect the two air bag electrical connectors and the one horn electrical connector.
5. Remove the air bag.
6. Connect the two air bag electrical connectors and the horn electrical connector to the new air bag.
7. Route the wiring harness as necessary and position the air bag to the steering wheel.

8. Press the air bag to the steering wheel to engage the spring clips.
9. Install the SRS fuse.
10. Install the cover over the electrical center on the left side end of the instrument panel.
11. Turn the ignition switch to the ON position and verify that the AIR BAG indicator flashes seven (7) times and goes out.
12. Install the GM Recall Identification Label.
13. Place the removed air bag in the box that the new air bag came in, tape it shut and mark the box as follows:

"DO NOT DEPLOY – FOR FURTHER INFORMATION REFER TO RECALL BULLETIN 03008."

To arrange for return of the air bag modules that were removed from the vehicle, contact Autoliv at 800-503-0967 (U.S.), or 248-375-6567 (Canada/Mexico/IPC). An Autoliv representative will make arrangements to pick up and safely dispose of the modules. Store removed modules in an area with limited access.

Chevrolet Impala

1. Remove the cover from the electrical center on the left side end of the instrument panel.
2. Remove the SRS fuse.
3. Using tool J-44298, release the spring clips on the rear side of the DRIVER'S air bag that attach it to the steering wheel.
4. Disconnect the two air bag electrical connectors and the one horn electrical connector.
5. Remove the air bag.

Important

Only the vehicles with the VINs listed below require an inspection to determine if the air bag should be replaced. All other vehicles will require air bag replacement.

6. Compare the VIN of the vehicle you are working on to the VINs listed below.
 - If the VIN of the vehicle you are working on is listed below, the air bag must be inspected to determine if the air bag needs to be replaced. Proceed to step 7 to perform the inspection.
 - If the VIN of the vehicle you are working on is NOT listed below, the air bag **must** be replaced. Proceed to step 8.

39141469
39141470
39141574
39141575
39141576
39141851

39141852
39142043
39142044
39142072
39142073
39142231

39142248
39142249
39142255
39142256
39142448
39144174

39144176
39144538
39144539
39144668
39144669
39145316

39145317
39145661
39146551
39146552

Important

The complete 14 character bar code found on the rear side of the air bag in the next step must be recorded on the Repair Order in order for the claim to be paid.

7. Record, on the Repair Order, the 14-character bar code number found on the label on the rear side of the air bag.
8. Compare the bar code with the two codes listed below.

AB3108Q1UCRDGY

AB3107Q1UCSC0M

- If the bar code matches one of the two codes above, proceed to the next step and install a NEW air bag.
 - If the bar code DOES NOT match one of the two codes above, proceed to the next step and reinstall the air bag. Do NOT install a new air bag if the bar code number is NOT listed above.
9. Connect the two air bag electrical connectors and the horn electrical connector to the air bag.
 10. Route the wiring harness as necessary and position the air bag to the steering wheel.
 11. Press the air bag to the steering wheel to engage the spring clips.
 12. Install the SRS fuse.
 13. Install the cover over the electrical center on the left side end of the instrument panel.
 14. Turn the ignition switch to the ON position and verify that the AIR BAG indicator flashes seven (7) times and goes out.
 15. Install the GM Recall Identification Label.
 16. If a new air bag was installed, place the old air bag in the box that the new air bag came in, tape it shut and mark the box as follows:
"DO NOT DEPLOY – FOR FURTHER INFORMATION REFER TO RECALL BULLETIN 03008."

To arrange for return of the air bag modules that were removed from the vehicle, contact Autoliv at 800-503-0967 (U.S.), or 248-375-8567 (Canada/Mexico/IPC). An Autoliv representative will make arrangements to pick up and safely dispose of the modules. Store removed modules in an area with limited access.

Bulck Rendezvous

1. Remove the cover from the electrical center on the right side of the floor console.
2. Remove the AIR BAG fuse.
3. Using tool J-44298, release the spring clips on the rear side of the DRIVER'S air bag that attach it to the steering wheel.
4. Disconnect the two air bag electrical connectors and the one horn electrical connector.
5. Remove the air bag.
6. Connect the two air bag electrical connectors and the horn electrical connector to the new air bag.
7. Route the wiring harness as necessary and position the air bag to the steering wheel.
8. Press the air bag to the steering wheel to engage the spring clips.
9. Install the AIR BAG fuse.
10. Install the cover over the electrical center on the right side end of the floor console.
11. Turn the ignition switch to the ON position and verify that the AIR BAG indicator flashes seven (7) times and goes out.

12. Install the GM Recall Identification Label.
13. Place the old air bag in the box that the new air bag came in, tape it shut and mark the box as follows:

"DO NOT DEPLOY – FOR FURTHER INFORMATION REFER TO RECALL BULLETIN 03008."

To arrange for return of the removed air bag module, contact Autoliv at 800-503-0987 (U.S.), or 248-375-6567 (Canada/Mexico/IPC). An Autoliv representative will make arrangements to pick up and safely dispose of the modules. Store removed modules in an area with limited access.

RECALL IDENTIFICATION LABEL – For US and IPC

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 for US dealers can be obtained from Dealer Support Materials by either ordering on the web from DWD Store, gm-dealerworld.com, or calling 1-866-700-0001 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Request Item Number S-1015 when ordering.

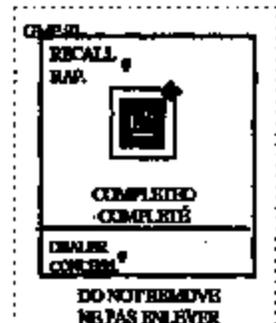
Additional Recall Identification Labels for IPC dealers can be obtained from your Regional Marketing Office.



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 1-800-868-5539 (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
Inspect Driver Airbag – No Action Required (Impala Only)	0	N/A	N/A	MA-96	V0988	0.2
Replace Driver Airbag (Inc. Inspect on Impala)	1	---	**	MA-96	V0989	0.2
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 GMSPD Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for the air bag 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 – For US and CANADA

Customers will be notified of this recall on their vehicles by General Motors (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For IPC

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 IPC (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. 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.

Old bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform times 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 tools, equipment, 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 dealer/retailer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

March, 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 that relates to motor vehicle safety exists in certain 2003 model year Buick Rendezvous; Cadillac DeVille; Chevrolet Venture, Impala, Monte Carlo, TrailBlazer, and TrailBlazer EXT; GMC Envoy and Envoy XL; and Pontiac Montana vehicles. Some of these vehicles have a driver's side air bag that may not deploy as designed, resulting in reduced capability of the air bag to protect the driver. In addition, the air bag inflator may fracture. If this were to occur, pieces of the inflator could strike and injure the vehicle occupants.

What Will Be Done: Your GM dealer will inspect, and if necessary, install a new driver's air bag. This service will be performed for you at no charge.

How Long Will The Repair Take? The length of time required to perform this inspection and service correction is approximately 15 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 GM 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 GM 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 *
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Pontiac	1-800-762-2737	1-800-833-7668
GMDC	(905) 644-4112	
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