



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: 03006 - ELECTRIC OUTSIDE REARVIEW MIRROR SWITCH SHORT CIRCUIT

**MODELS: 1997 CHEVROLET BLAZER, SUBURBAN
 1998 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**

CONDITION

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.

CORRECTION

Dealers are to install a fused jumper harness to the electric outside rearview mirror switch.

VEHICLES INVOLVED

Involved are 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 equipped with electric outside rearview mirrors and built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
1997	Chevrolet	Blazer	VK100001	VK250286
1997	Chevrolet	Suburban	VG100001	VG195563
1998	Chevrolet	Suburban	WG100020	WG151246
			WJ300002	WJ379768
1998	Chevrolet	C/K Pickup	W1100001	W1282146

VEHICLES INVOLVED, Cont'd.

YEAR	DIVISION	MODEL	FROM	THROUGH
1998	Chevrolet	Astro	WB100001	WB214161
1997	GMC	Jimmy	VK500001	VK522300
1997	GMC	Suburban	VG500002	VG528445
1998	GMC	Suburban	WG500006	WG518118
			WJ700004	WJ738620
1998	GMC	Sierra	W1500001	W1563342
1998	GMC	Safari	WB500001	WB543258

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**Parts Pre-Ship Information – For US and Canada**

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.

Additional parts, if required, 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
15104166	Harness Kit, O/S RR View Mir Body Wrg	1

SERVICE PROCEDURE

The following procedure provides instructions for installing an in-line fuse wiring harness at the exterior power mirror switch located in the left front (driver's) door.

1. Open the driver's door and verify that the exterior power mirror function properly.
2. If either or both mirrors do not function properly, see the appropriate service manual for diagnosis and repair BEFORE proceeding. Parts and labor for performing repairs to the power mirrors are the responsibility of the vehicle owner and are NOT covered by this recall.

3. Disconnect the negative battery cable.
4. Remove the panel (bezel) that holds the power mirror switch. See the Door Subsection in the Body and Accessories Section of the appropriate service manual if additional information is needed.
 - o On C/K and S/T model vehicles, using a flat-bladed tool, carefully pry the bezel up from the door trim panel.
 - o On M/L model vehicles, carefully remove the screw covers on the assist handle. Remove the assist handle screws and the screw attaching the front corner of the bezel to the door trim panel. Carefully pull the bezel away from the door trim panel.



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5. Disconnect the electrical connector (2) from the power mirror switch (1).



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6. Using GM12094429 (electrical terminal release tool) contained in J 38125-B (Terminal Repair Kit), remove the terminal and BROWN wire from cavity "G" (2) and the terminal and ORANGE wire from cavity "H" (1) of the harness electrical connector. The letters "G" and "H" can be found on the harness connector.

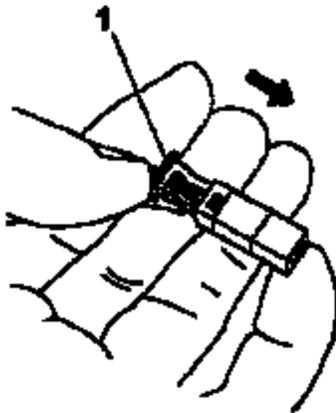


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Important

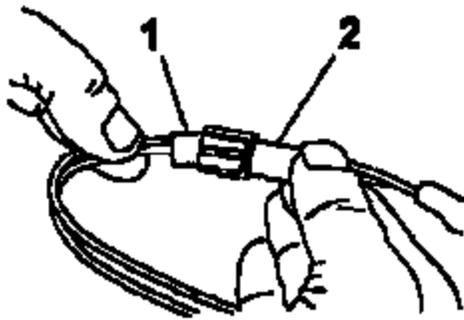
The two wires must be installed in the correct cavities of the new connector in the next step. The cavities can be identified by a small letter (A & B) located at the end of the connector where the terminals are to be inserted.

7. Take the two wires and terminals removed from the harness electrical connector and insert them in the two cavity loose connector provided in the recall kit.
 - o Insert the BROWN wire (1) in cavity "B".
 - o Insert the ORANGE wire (2) in cavity "A".
8. Verify that both terminals are locked in the connector by LIGHTLY pulling on the wire.



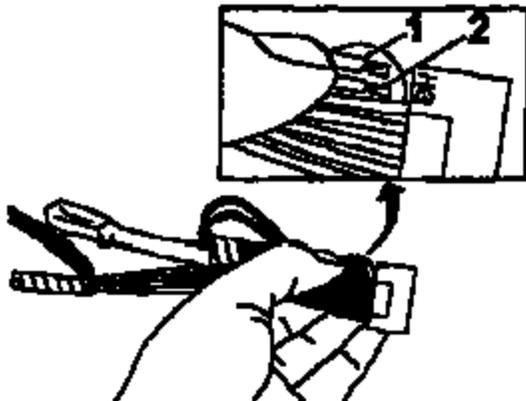
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9. Insert the gray terminal position assurance (1) included in the recall kit into the end of the connector where the two wires stick out. When properly installed a "click" type sound will be heard.



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10. Take the new two-cavity connector (1) that you just installed the two wires into, and plug it into the two-cavity connector (2) on the fused wiring harness included in the recall kit. When properly installed a "click" type sound will be heard.



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Important

The two wires must be installed in the correct cavities of the connector in the next step. The cavities can be identified by a small letter (G & H) located on the connector.

11. Take the two wires and terminals located on the other end of the fused wiring harness and insert them in the two cavities in the electrical connector that was disconnected from the power mirror switch.
- o Insert the **BROWN** wire and terminal (2) into cavity "G".
 - o Insert the **ORANGE** wire and terminal (1) into cavity "H".
12. Verify that both terminals are locked in the connector by **LIGHTLY** pulling on the two wires.



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13. Connect the harness connector to the power mirror switch. When connected, the completed assembly should appear as shown.
14. Reconnect the negative battery cable.
15. Verify that the power mirrors operate correctly.



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16. To prevent rattles, wrap the fused wiring harness as shown with the foam tape (1) included in the recall kit.
17. Reinstall the bezel in the door trim panel.
 - o On M/L vans, tighten the screw to 5 Nm (44 lb in).
18. Install the GM Recall Identification Label.

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 ballpoint 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 8:00 p.m. EST). Request Item Number S-1015 when ordering.

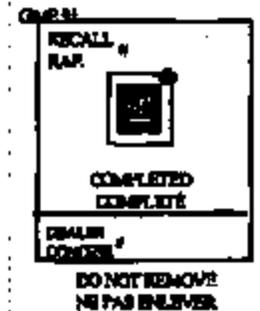


Additional Recall Identification Labels for IPC dealers can be obtained from your Regional Marketing Office.

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 ballpoint 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 1-800-688-5539 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for Item Number GMP 91 when ordering.**



CUSTOMER REIMBURSEMENT - For US

All customer requests for reimbursement for previous repairs for the recall condition will be handled by the Customer Assistance Center, not by dealers. Customers seeking reimbursement must still have this recall performed on their vehicle. The Customer Assistance Center will instruct the customer to contact their dealer to schedule a service appointment.

A General Motors Product Recall Customer Reimbursement Procedure Form is included with the customer letter.

IMPORTANT: Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

CUSTOMER REIMBURSEMENT - For Canada

Customers seeking reimbursement must still have this recall performed on their vehicle.

Customer requests for reimbursement of previously paid repairs to correct a short circuit in the electric outside rearview mirror switch are to be submitted by April 30, 2004.

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s), a description of the repair, and the person or entity performing the repair.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by WINS.

IMPORTANT: Refer to the GM Service Policies and Procedures Manual, section 1.6.2, for specific procedures regarding customer reimbursement verification.

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	NET ITEM
Install Fused Jumper Wire	1	—	**	MA-96	V0974	0.3*	N/A
Customer Reimbursement (Canadian Dealers ONLY)	N/A	N/A	N/A	MA-96	V1003	0.2	***

- * 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 harness kit needed to complete the repair.
- *** The amount identified in the "Net Item" column should represent the dollar amount reimbursed to the customer. Customers seeking reimbursement must still have this recall performed on their vehicle.

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.



April, 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 1997 model year Chevrolet Blazer and Suburban; GMC Jimmy and Suburban; 1998 model year 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.

What Will Be Done: Your GM dealer will install a fused jumper harness to the electric outside rearview mirror switch. 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 20 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 *
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.

Customer Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

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