



# Campaign Bulletin

File In Section: Product Campaigns  
Bulletin No.: 99064  
Date: November, 1999



99V-301  
RECEIVED  
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DEFECTS INVESTING  
OFFICE

## PRODUCT SAFETY CAMPAIGN

**SUBJECT: 99064 - INNER TIE ROD NUTS**

**MODELS: CERTAIN 2000 BUICK LESABRE, CADILLAC ELDORADO, SLS, AND STS MODEL VEHICLES**

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 customer 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 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. As you will see in reading the attached copy of the divisional letter that is being sent to customers, the customers are being instructed to contact the appropriate Customer Assistance Center if their dealer 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, they are instructed on how to contact the National Highway Traffic Safety Administration.

### DEFECT INVOLVED

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2000 Buick LeSabre, Cadillac Eldorado, SLS, and STS model vehicles. Some of these vehicles exhibit a condition in which the inner tie rod nuts are loose. An inner tie rod nut that is not properly tightened can result in separation of a tie rod. Separation of a tie rod can cause unexpected steering input in some maneuvers and could cause a crash without prior warning.

To prevent the possibility of this condition occurring, dealers are to check the torque of the inner tie rod nut and if necessary, adjust the vehicle toe-in and tighten the inner tie rod nuts to the specified torque.

**VEHICLES INVOLVED**

Involved are certain 2000 Buick LeSabre, Cadillac Eldorado, SLS, and STS model vehicles built within the following VIN breakpoints:

YEAR	DIVISION	MODEL	PLANT	FROM	THROUGH
2000	Buick	LeSabre	Hamtramck	YU144767	YU153058
2000	Cadillac	Eldorado	Hamtramck	YU148121	YU151780
2000	Cadillac	SLS	Hamtramck	YU136994	YU152126
2000	Cadillac	STS	Hamtramck	YU137526	YU152153

**IMPORTANT:** Dealers should confirm vehicle eligibility through VISS (Vehicle Information Service System) prior to beginning campaign 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 campaign bulletin. The customer name and address data furnished will enable dealers to follow-up with customers involved in this campaign. Any dealer not receiving a computer listing with the campaign bulletin has no involved vehicles currently assigned.

These dealer listings may contain customer 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 law in several states. Accordingly, you are urged to limit the use of this listing to the follow-up necessary to complete this campaign.

**PARTS INFORMATION**

No parts are required for this campaign.

**DEALER CAMPAIGN RESPONSIBILITY**

All unsold new vehicles in dealers' possession and subject to this campaign must be held and inspected/repaired per the service procedure of this campaign bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this campaign 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. Campaign 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 campaign enters your vehicle inventory, or is in your dealership 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.

### SERVICE PROCEDURE

1. Raise vehicle and suitably support.
2. Check torque on inner tie rod nuts.
  - If the torque is 30 Nm (22 Lb.Ft) or more, tighten to 63 Nm (46 Lb.Ft) and proceed to step #3.
  - If the torque is less than 30 Nm (22 Lb.Ft), set toe-in per service manual procedure and tighten inner tie rod nuts to 63 Nm (46 Lb.Ft).
3. Lower vehicle.
4. Install the GM Campaign Identification Label.

### CAMPAIGN IDENTIFICATION LABEL

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

Each "Campaign Identification Label" is to be located on the radiator core support in an area which will be visible when the vehicle is brought in by the customer for periodic servicing. When installing the Campaign Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Campaign Identification Labels can be obtained from Dealer Support Materials by calling 1-888-414-6322 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for Item Number S-1015 when ordering.



Apply the "Campaign Identification Label" only on a clean, dry surface.

**CLAIM INFORMATION**

Submit a Product Campaign Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NO.	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS
Check torque of inner tie rod nuts. If torque is 30 Nm (22 Lb.Ft) or more; tighten to 63 Nm (46 Lb.Ft)	--	--	--	MA-96	V0398	* 0.2
ADD: Set toe-in & tighten inner tie rod nuts. (Only if torque on inner tie rod nuts is less than 30 Nm (22 Lb.Ft))						0.6

\* For Campaign Administrative Allowance, add 0.1 hours to the "Labor Hours".

Refer to the General Motors Corporation Claims Processing Manual for details on Product Campaign Claim Submission.

GM 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 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

99064-S

November, 1999

Dear <Division(s)> 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 2000 Buick LeSabre, Cadillac Eldorado, SLS, and STS model vehicles. Some of these vehicles exhibit a condition in which the inner tie rod nuts are loose. An inner tie rod nut that is not properly tightened can result in separation of a tie rod. Separation of a tie rod can cause unexpected steering input in some maneuvers and could cause a crash without prior warning.

**What Will Be Done:** To prevent the possibility of this condition occurring, your dealer will check the torque of the inner tie rod nuts and if necessary, adjust the vehicle toe-in and tighten the inner tie rod nuts to the specified torque. 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 50 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 <Division> dealer as soon as possible to arrange a service date. Instructions for making this correction have been sent to your dealer. Your <Division> 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

\* 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 1-800-424-9393 (Washington, DC residents use 202-386-0123).

**Customer Reply Card:** The enclosed 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 postage paid reply card and returning it to us.

**Courtesy Transportation:** Your dealer will provide you with shuttle service or some other form of courtesy transportation, if required, 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.

<Division(s)>  
General Motors Corporation

Enclosure