

GM SERVICE OPERATIONS

DCS495

URGENT - DISTRIBUTE IMMEDIATELY

00V. 054

DATE: March 21, 2000

SUBJECT: 00008 - PRODUCT SAFETY CAMPAIGN
INCORRECT PITMAN ARM/DRAW LINK TAPERED HOLE

MODELS: 2000 CHEVROLET AND GMC C3500HD CHASSIS CAB

TO: ALL CHEVROLET AND GMC DEALERS

ATTN: SERVICE MANAGER, PARTS MANAGER, AND WARRANTY
ADMINISTRATOR

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2000 Chevrolet and GMC C3500HD chassis cabs. Some of these vehicles exhibit a condition where the tapered hole in the drag link end that attaches to the pitman-arm tapered ball-stud may be machined too deep causing the hole to be oversized. A drag link with an oversized hole may not "seat" the pitman arm tapered ball stud when assembled. This could cause higher than normal friction between components during operation, and over time, result in joint separation or a broken ball stud. If the joint separated or the ball stud broke while the vehicle was moving, steering control would be lost and a vehicle crash could occur without prior warning.

CORRECTION

Dealers are to inspect the steering linkage assembly, and if necessary, replace the drag link and the pitman arm.

VEHICLES INVOLVED

Involved are certain 2000 Chevrolet and GMC C3500HD chassis cabs built within these VIN breakpoints:

YEAR	DIVISION	MODEL	PLANT	FROM	THROUGH
2000	GMC	C3500HD	Flint	YF403904	YF426688
2000	Chevrolet	C3500HD	Flint	YF402338	YF428433

IMPORTANT: Dealers should confirm vehicle eligibility through VISS (Vehicle Information Service System). [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 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 campaign.

MAILING INFORMATION

The mailing of the dealer bulletin and Dealer Campaign Initiation Report will begin on March 21, 2000. Owner letter mailing will begin on March 28, 2000.

VISS INFORMATION

VISS information will be available on March 22, 2000.

End Of Message

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