



GENERAL MOTORS NORTH AMERICA
Safety Center

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OFFICE
DEFECTS INVESTIGATION

February 16, 2000

Mr. K. N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

00Y-044 (01)

Dear Mr. Weinstein:

The following information is submitted pursuant to the requirements of 49 CFR 573.5 as it applies to a determination by General Motors of a defect which relates to motor vehicle safety involving certain 1998-99 Oldsmobile Intrigue model cars.

573.5(c)(1): Oldsmobile Division of the General Motors Corporation.

573.5(c)(2)(3)(4): This information is shown on the attached sheet.

573.5(c)(5): General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 1998-99 Oldsmobile Intrigue model cars. Some of these vehicles were built with rear seat shoulder belts that may twist, allowing the webbing to be jammed in the retractor. When the shoulder belt webbing becomes jammed in the retractor, the seat belt becomes unusable. This condition could prevent a person from using the seat belt system, and risk of injury to an unbelted person in a vehicle crash would be increased.

573.5(c)(6): General Motors identified a possible twist concern on a rear shoulder belt in July 1998. General Motors initiated an investigation to determine the cause and extent of the condition.

573.5(c)(8): This information will be set forth in the dealer bulletin.

573.5(c)(9): Draft copies of the owner notification and dealer bulletin are attached. General Motors plans to begin this campaign in April 2000. The final owner letter and dealer bulletin will be forwarded when they are available.

Sincerely,


Frank C. Sanyo, Jr.
Director
Product Investigations

1922 / 00011
attachments

Product Investigations
Mail Code: 480-106-304 • 30500 Mound Road • Warren, MI 48090-8065
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1922.DCC



579.5(c)(2),(3),(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Oldsmobile	W Car	1998	98,831	11/98	8/98	Intrigue	* Unknown
Oldsmobile	W Car	1999	36,644	3/98	2/99	Intrigue	"
		GM Total:	135,475				

* All affected vehicles will be corrected.

1822 / 00011

00V-044 (20)



Campaign Bulletin

File In Section: Product Campaigns
Bulletin No.:
Date:
Draft # 1



00V-044 (03)

PRODUCT SAFETY CAMPAIGN

SUBJECT: 000## - REAR SEAT SHOULDER BELTS

MODELS: 1998-99 OLDSMOBILE INTRIGUE

DRAFT
A FINAL VERSION OF THIS DRAFT WILL BE
USED
IF THERE IS A DECISION TO CAMPAIGN

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 1998-99 Oldsmobile Intrigue model cars. Some of these vehicles were built with rear seat shoulder belts that may twist, allowing the webbing to be jammed in the retractor. When the shoulder belt webbing becomes jammed in the retractor, the seat belt becomes unusable. This condition could prevent a person from using the seat belt system, and risk of injury to an unbelted person in a vehicle crash would be increased.

To prevent the possibility of this condition occurring, dealers are to remove any twists from the rear shoulder belt(s) and install clips to the belt web guide to prevent twisting.

VEHICLES INVOLVED

Involved are certain 1998-99 Oldsmobile Intrigue model vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	PLANT	FROM	THROUGH
1998	Oldsmobile	Intrigue	Fairfax	WF300001	WF407888
1999	Oldsmobile	Intrigue	Fairfax	XF300001	XF356141

IMPORTANT: Dealers should confirm vehicle eligibility through VISS (Vehicle Information Service System) or *Access Screen* (Canada only) or *DCS Screen 445* (IPC only) before beginning campaign repairs.

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.

PARTS INFORMATION

Important: An initial supply of parts required to complete this campaign will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of ____ ##, 2000.

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
#####	Clip, Rear Seat Shoulder Belt	2

SERVICE PROCEDURE

1. Remove any twists from the rear shoulder belts webbing.
2. Install clips P/N ##### to package shelf belt slots.
3. Check rear shoulder belts for proper operation.
4. Install the GM Campaign Identification Label.

CAMPAIGN IDENTIFICATION LABEL – For US and IPC

Place a Campaign Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin. 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.

Put the Campaign 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 Campaign Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Campaign Identification Labels for US dealers 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.



Additional Campaign Identification Labels for IPC dealers can be obtained from your Regional Marketing Office
CAMPAIGN IDENTIFICATION LABEL – For CANADA

Place a Campaign Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin. 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.

Put the Campaign 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 Campaign Identification Labels for Canadian dealers can be obtained from DGN by calling 1-800-568-5539 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for Item Number GMP 91 when ordering.



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
Install clips to package shelf slot for rear shoulder belt webbing	2	#####	**	MA-06	V----	##

* For Campaign 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 <list parts required> needed to complete the repair.

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

CUSTOMER NOTIFICATION – For US and CANADA

Customers will be notified of this campaign 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 suggested dealer letter.

DEALER CAMPAIGN 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 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 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 campaign notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the campaign is not completed within a reasonable time.

DEALER CAMPAIGN RESPONSIBILITY - ALL

All unsold new vehicles in dealers' possession and subject to this campaign must be held and inspected/repared 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, you must take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

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**

000##

<Month Of Mailing>, 200#

Dear Oldsmobile 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 1988-89 Oldsmobile Intrigue model cars. Some of these vehicles were built with rear seat shoulder belts that may twist, allowing the webbing to be jammed in the retractor. When the shoulder belt webbing becomes jammed in the retractor, the seat belt becomes unusable. This condition could prevent a person from using the seat belt system, and risk of injury to an unbelted person in a vehicle crash would be increased.

What Will Be Done: To prevent the possibility of this condition occurring, dealers are to remove any twists from the rear shoulder belt(s) and install clips to the belt web guide to prevent twisting. 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 or service correction> is approximately <insert labor time rounded up to next higher 5 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 Oldsmobile 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 Oldsmobile 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 Oldsmobile Customer Assistance Network at 1-800-442-6537. The deaf, hearing impaired, or speech impaired should call 1-800-833-6537 (utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

If, after contacting the Oldsmobile Customer Assistance Network, 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 202-366-0123).

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: 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.

Oldsmobile Division
General Motors Corporation

Enclosure