



GENERAL MOTORS NORTH AMERICA
Structure & Safety Integration

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NVS-215

2003 JUL 28 A 9 15

OFFICE OF
DEFECTS INVESTIGATION

July 15, 2003

Mr. Kenneth N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W., Room 5321
Washington, D.C. 20590

03V-250 ① of ①

Dear Mr. Weinstein:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors of a noncompliance involving certain 2001 - 2003 vehicles with the Lower Anchorages and Top Tethers for Children (LATCH) system.

573.6(c)(1): General Motors Corporation.

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

573.6(c)(5): General Motors has decided that certain 2001-2003 model year vehicles fail to conform to Federal Motor Vehicle Safety Standard 225 "Child Restraint Anchorage Systems." The subject vehicles have owner's manuals that do not include an explanation of the meaning of the symbol for the lower anchorage.

573.6(c)(7): The condition was discovered during audit testing of a 2003 Chevrolet Trailblazer by a test facility under contract with Transport Canada. The audit testing included a review of the owner's manual for the information required by CMVSS 210.2. A Senior Compliance Engineer at Transport Canada reported the condition to the GM of Canada Vehicle Safety Liaison on May 22, 2003.

A Product Investigations Investigator was assigned to this issue on May 27, 2003. The PI Investigator discussed the issue with the team leader of the truck platform owners information development team. The GM Labels Engineering Group Manager requested seat engineers to determine which vehicles have the LATCH system labels. From May 28 to June 12, the owners information development team reviewed all 2001-2004 owners manuals for vehicles with the LATCH system labels. Information about the content of all U.S. and Canadian vehicles and English and French owner's manuals was then compiled.

On June 19, 2003 the condition was reported to the FPE Director. The GMNA Senior Management Committee reviewed the issue on June 24, 2003. The decision to conduct a noncompliance recall was made on June 25, 2003. On June 27, 2003 GM notified NHTSA of this decision by telephone.

573.6(c)(8): This information is included in the service procedure of the attached draft dealer bulletin.

Pursuant to 577.11(e), GM does not believe notification about reimbursement is required for this recall. The correction for this recall is to mail an insert for the owner's manual.

Product Investigations

Mail Code: 480-106-304 • 30500 Mound Road • Warren, MI 48090-9055
Phone: (586) 968-6026 • Fax: (586) 947-2318
2108 - 03029 673.doc



Letter to Mr. K. N. Weinstein
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573.6(c)(9): Draft copies of the dealer bulletin and the owner notification are attached. General Motors plans to begin this noncompliance recall in August 2003. Final copies of the dealer bulletin and owner notification will be forwarded when available.

Sincerely,

A handwritten signature in black ink, appearing to read "L. R. Lie". To the right of the signature, the letters "FOR" are written in a stylized, handwritten font.

Lyndon R. Lie
Director
Product Investigations

2109 - 03039
Attachments

573.6(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>
Chevrolet	S/T	2003	TBD	TBD	TBD	TrailBlazer	All
Chevrolet	U	2001	TBD	TBD	TBD	Venture*	"
Oldsmobile	N	2001	TBD	TBD	TBD	Alero*	"
Oldsmobile	U	2001	TBD	TBD	TBD	Silhouette*	"
Pontiac	B	2001	TBD	TBD	TBD	Aztek*	"
Pontiac	N	2001	TBD	TBD	TBD	Grand Am*	"
Pontiac	U	2001	TBD	TBD	TBD	Montana*	"
Chevrolet	S/T	2002	TBD	TBD	TBD	Trailblazer	"
GMC	S/T	2002	TBD	TBD	TBD	Envoy	"
Oldsmobile	S/T	2002	TBD	TBD	TBD	Bravada	"
Pontiac	B	2002	TBD	TBD	TBD	Aztek	"
Cadillac	D	2003	TBD	TBD	TBD	CTS	"
Buick	B	2003	TBD	TBD	TBD	Rendezvous	"
Chevrolet	G	2003	TBD	TBD	TBD	Express*	"
Chevrolet	W	2003	TBD	TBD	TBD	Monte Carlo*	"
Chevrolet	S/T	2003	TBD	TBD	TBD	Trailblazer*	"
Chevrolet	S/T	2003	TBD	TBD	TBD	Trailblazer Ext*	"
Chevrolet	U	2003	TBD	TBD	TBD	Venture*	"

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573.8(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>
GMC	S/T	2003	TBD	TBD	TBD	Envoy	*
GMC	S/T	2003	TBD	TBD	TBD	Envoy XL	*
GMC	G	2003	TBD	TBD	TBD	Savana	*
Oldsmobile	S/T	2003	TBD	TBD	TBD	Bravada*	*
Oldsmobile	U	2003	TBD	TBD	TBD	Silhouette*	*
Pontiac	B	2003	TBD	TBD	TBD	Aztek	*
Pontiac	U	2003	TBD	TBD	TBD	Montana	*

Estimated Grand Total: 1,800,000

* W/Rear Center Folding Seat-AT6, Or Rear Bucket Seat-AL4

2109 / 03039

03V-250 ④ ①



Recall Bulletin

File In Section: Product Recalls
Bulletin No.:
Date:
Draft: Final

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F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: 03### – CHILD RESTRAINT ANCHORAGE SYSTEM INFORMATION

**MODELS: 2003 BUICK RENDEZVOUS
2003 CADILLAC CTS
2001 CHEVROLET VENTURE (W/REAR CENTER FOLDING SEAT-AT5, OR REAR BUCKET SEAT-AL4)
2002 CHEVROLET TRAILBLAZER
2003 CHEVROLET EXPRESS, MONTE CARLO, TRAILBLAZER, TRAILBLAZER EXT, VENTURE-(W/ REAR CENTER FOLDING SEAT-AT5, OR REAR BUCKET SEAT-AL4)
2002 GMC ENVOY
2003 GMC ENVOY, ENVOY XL, SAVANA
2001 OLDSMOBILE ALERO, SILHOUETTE-(W/REAR CENTER FOLDING SEAT-AT5, OR REAR BUCKET SEAT-AL4)
2002 OLDSMOBILE BRAVADA
2003 OLDSMOBILE BRAVADA, SILHOUETTE-(W/REAR CENTER FOLDING SEAT-AT5, OR REAR BUCKET SEAT-AL4)
2001 PONTIAC AZTEK, GRAND AM, MONTANA-(W/REAR CENTER FOLDING SEAT-AT5, OR REAR BUCKET SEAT-AL4)
2002 PONTIAC AZTEK
2003 PONTIAC AZTEK, MONTANA
(THE ONLY VEHICLES INVOLVED IN CANADA ARE THE 2003 MODEL YEAR VEHICLES)**

DRAFT

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

CONDITION

General Motors has decided that certain 2003 model year Buick Rendezvous; 2003 model year Cadillac CTS; 2001 model year Chevrolet Venture-(w/AT5/AL4); 2002 model year Chevrolet TrailBlazer; 2003 model year Chevrolet Express, Monte Carlo, TrailBlazer, TrailBlazer EXT, Venture-(w/AT5/AL4); 2002 model year GMC Envoy; 2003 model year GMC

Envoy, Envoy XL, Savana; 2001 model year Oldsmobile Alero, Silhouette-(w/AT5/AL4); 2002 model year Oldsmobile Bravada; 2003 model year Oldsmobile Bravada, Silhouette-(w/AT5/AL4); 2001 model year Pontiac Aztek, Grand Am, Montana-(w/AT5/AL4); 2002 model year Pontiac Aztek; and 2003 model year Pontiac Aztek, Montana vehicles fail to conform to either (1) Federal Motor Vehicle Safety Standard 225, "Child Restraint Anchorage System", because the Owner's Manual does not explain the meaning of the location symbols for the Lower Universal Anchorage System, or (2) Canadian Motor Vehicle Safety Standard 210.2, "Lower Universal Anchorage Systems for Restraint Systems and Booster Cushions", because the Owner's Manual does not include the location symbols for the Lower Universal Anchorage System and an explanation of the meaning of the symbols.

CORRECTION

Owner's will receive an Owner's Manual supplement and will be asked to place it with their Owner's Manual. For vehicles in inventory or, at an owner's request, dealers are to update the customer's Owner's Manual with a supplement that describes and displays the location symbols for the child restraint anchors that are located in the vehicle.

VEHICLES INVOLVED (verify U Van breakpoints)

Involved are certain 2003 model year Buick Rendezvous; 2003 model year Cadillac CTS; 2001 model year Chevrolet Venture-(w/AT5/AL4); 2002 model year Chevrolet TrailBlazer; 2003 model year Chevrolet Express, Monte Carlo, TrailBlazer, TrailBlazer EXT, Venture-(w/AT5/AL4); 2002 model year GMC Envoy; 2003 model year GMC Envoy, Envoy XL, Savana; 2001 model year Oldsmobile Alero, Silhouette-(w/AT5/AL4); 2002 model year Oldsmobile Bravada; 2003 model year Oldsmobile Bravada, Silhouette-(w/AT5/AL4); 2001 model year Pontiac Aztek, Grand Am, Montana-(w/AT5/AL4); 2002 model year Pontiac Aztek; 2003 model year Pontiac Aztek, Montana vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2003	Buick	Rendezvous	3S500011	3S810198
2003	Cadillac	CTS	30100001	30174734
2003	Chevrolet	Express	31100001	31238955
2003	Chevrolet	Monte Carlo	39100003	39455171
2002	Chevrolet	TrailBlazer	22100007	22530814
2003	Chevrolet	TrailBlazer	32100001	32415147
2003	Chevrolet	TrailBlazer EXT	32100002	32188282
			36100001	36238695
2001	Chevrolet	Venture	1D100001	1D340389
2003	Chevrolet	Venture	3D100001	3D326519
2002	GMC	Envoy	22100001	22530816
2003	GMC	Envoy	32100003	32415148
2003	GMC	Envoy XL	32100013	32191834
			36100011	36238686
2003	GMC	Savana	31100002	31905189
2001	Oldsmobile	Alero	1C100001	1C286657
2002	Oldsmobile	Bravada	22100005	22525166
2003	Oldsmobile	Bravada	32100018	32409362
2001	Pontiac	Aztek	1S500001	1S550133
2002	Pontiac	Aztek	2S500260	2S608951

VEHICLES INVOLVED, Cont'd.

YEAR	DIVISION	MODEL	FROM	THROUGH
2003	Pontiac	Aztek	3S500001	3S609928
2001	Pontiac	Grand Am	1C100008	1C286656
			1M500001	1M684639
2001	Pontiac	Montana	1D100008	1D340392
2003	Pontiac	Montana	3D100002	3D326517

IMPORTANT: Dealers should confirm vehicle eligibility through their Campaign Initiation Detail Report. VINs will not be loaded into **GMVIS** (GM Vehicle Inquiry System) or **GM Access Screen** (Canada only).

Computer listings containing the complete Vehicle Identification Number, customer name and address data of involved vehicles have been prepared, and are being furnished to involved dealers with the recall bulletin. 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 for recall purposes.

PARTS INFORMATION

No parts are required for this recall.

SERVICE PROCEDURE

1. Make a copy of the Owner's Manual Supplement found at the back of this bulletin.
2. Insert the Supplement in the Owner's Manual.
3. Install the GM Recall Identification Label.

RECALL IDENTIFICATION LABEL

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-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.

For US - 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.

For Canada - Additional Recall Identification Labels for Canadian dealers can be obtained from DGN by calling 1-800-668-5539 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for Item Number GMP 91 when ordering.



CLAIM INFORMATION

Important: VINs are not loaded in GMVIS or GM Access but are still eligible to use the V labor operation below.

REPAIR PERFORMED	PART COUNT	PART NO.	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS
Copy & Place Supplement in the Owner's Manual	0	N/A	N/A	MA-96	V--	0.2

For Program Administrative Allowance, add 0.1 hours to the "Labor Hours".

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

CUSTOMER NOTIFICATION

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

DEALER RECALL RESPONSIBILITY – For US (US States 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.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your dealership may be subject to a civil penalty for each such sale.

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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. 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.

<Month Of Mailing>, 200#

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2003 model year Buick Rendezvous; 2003 model year Cadillac CTS; 2001 model year Chevrolet Venture; 2002 model year Chevrolet TrailBlazer; 2003 model year Chevrolet Express, Monte Carlo, TrailBlazer, TrailBlazer EXT, Venture; 2002 model year GMC Envoy; 2003 model year GMC Envoy, Envoy XL, Savana; 2001 model year Oldsmobile Alero, Silhouette; 2002 model year Oldsmobile Bravada; 2003 model year Oldsmobile Bravada, Silhouette; 2001 model year Pontiac Aztek, Grand Am, Montana; 2002 model year Pontiac Aztek; and 2003 model year Pontiac Aztek, Montana vehicles fail to conform to either (1) Federal Motor Vehicle Safety Standard 225, "Child Restraint Anchorage System", because the Owner's Manual does not explain the meaning of the location symbols for the Lower Universal Anchorage System, or (2) Canadian Motor Vehicle Safety Standard 210.2, "Lower Universal Anchorage Systems for Restraint Systems and Booster Cushions", because the Owner's Manual does not include the location symbols for the Lower Universal Anchorage System and an explanation of the meaning of the symbols.

To correct this, a supplement for your Owner's Manual is on the reverse side of this letter. It describes and shows the location symbols for the child restraint anchors that are located in your vehicle. Please place this supplement in your Owner's Manual.

If you have any questions or concerns, please contact your GM dealer or the appropriate Customer Assistance Center at the listed number below:

Division	Number	Text Telephones (TTY)	Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425	Oldsmobile	1-800-630-6537	1-800-833-6537
Cadillac	1-866-982-2339	1-800-833-2622	Puerto Rico (English)	1-800-496-9992	
Chevrolet	1-800-630-2438	1-800-833-2438	Puerto Rico (Español)	1-800-496-9993	
GMC	1-866-996-9463	1-800-462-8583	Virgin Islands	1-800-496-9994	
Pontiac	1-800-620-7668	1-800-833-7668			

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 1-888-327-4235.

The attached customer reply card identifies your vehicle. If you no longer own this vehicle, please let us know by completing the attached and mailing it in the postage paid envelope.

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

Owner's Manual Supplement

This information is in addition to the information contained in your owner's manual under "Lower Anchorages and Top Tethers for Children (LATCH System)."



A



B

To assist you in locating the lower anchor for this child restraint system, each seating position with the LATCH system has either label A or B on the seatback.

These labels are located at each lower anchor position, near the base of the seat.

Child restraints and booster cushions that can be used with the LATCH system are identified with label A.

Part No. 15125001

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Supplément au guide du propriétaire

Cette information est une addition à l'information contenue dans votre guide du propriétaire sous « Système LATCH. »



A



B

Pour vous aider à localiser les ancrages inférieurs pour ce système de retenue pour enfant, une étiquette A ou B se trouve sur le dossier de chaque place assise disposant du système LATCH.

Ces étiquettes sont situées sur chaque emplacement d'ancrage inférieur, près de la base du siège.

Les systèmes de retenue et réhausseurs de siège de sécurité pour enfant, pouvant être utilisés avec le système LATCH, sont identifiés par l'étiquette A.

Numéro de pièce 15125001

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

03V-250 ① of ②
Supplement

<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>
Buick	B	2003	67,237	04/02	05/03	Rendezvous	All
Cadillac	D	2003	52,494	08/01	03/03	CTS	"
Chevrolet	U	2001	70,082	03/00	06/01	Venture*	"
Chevrolet	S/T	2002	253,221	10/00	06/02	Trailblazer	"
Chevrolet	G/H Van	2003	96,499	04/02	06/03	Express	"
Chevrolet	S/T	2003	278,079	04/02	06/03	TrailBlazer/Trailblazer Ext	"
Chevrolet	U	2003	81,853	03/02	06/03	Venture*	"
Chevrolet	W	2003	67,783	03/02	06/03	Monte Carlo	"
GMC	S/T	2002	108,681	10/00	06/02	Envoy	"
GMC	G	2003	31,284	04/02	06/03	Savana	"
GMC	S/T	2003	136,616	04/02	06/03	Envoy/Envoy XL	"
Isuzu	S/T	2003	3,290	08/02	05/03	Ascender	"
Oldsmobile	N	2001	112,458	04/00	06/01	Alero	"
Oldsmobile	S/T	2002	28,709	10/00	06/02	Bravada	"
Oldsmobile	S/T	2003	8,542	04/02	06/03	Bravada	"
Pontiac	B	2001	41,080	02/00	10/01	Aztek	"
Pontiac	N	2001	182,220	03/00	06/01	Grand Am	"

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

03V-250 ② of ②
Supplement

<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>
Pontiac	U	2001	21,208	03/00	06/01	Montana*	All
Pontiac	B	2002	17,886	03/01	06/02	Aztek	"
Pontiac	B	2003	29,565	04/02	05/03	Aztek	"
Pontiac	U	2003	21,158	03/02	06/03	Montana*	"
Grand Total:			1,707,825				

* W/Rear Center Folding Seat-AT5, Or Rear Bucket Seat-AL4