



Recall Bulletin

File in Section: Product Recalls
Bulletin No.: 03039
Date: August, 2003

03V-250



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: 03039 – CHILD RESTRAINT ANCHORAGE SYSTEM INFORMATION

MODELS: 2003 BUICK RENDEZVOUS
2003 CADILLAC CTS
2001 CHEVROLET VENTURE
2002 CHEVROLET TRAILBLAZER
2003 CHEVROLET EXPRESS, MONTE CARLO, TRAILBLAZER,
TRAILBLAZER EXT, VENTURE
2002 GMC ENVOY
2003 GMC ENVOY, ENVOY XL, SAVANA
2001 OLDSMOBILE ALERO
2002-2003 OLDSMOBILE BRAVADA
2001 PONTIAC AZTEK, GRAND AM, MONTANA
2002 PONTIAC AZTEK
2003 PONTIAC AZTEK, MONTANA
(THE ONLY VEHICLES INVOLVED IN CANADA ARE THE 2003 MODEL
YEAR VEHICLES)

CONDITION

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; 2002 model year Oldsmobile Bravada; 2003 model year Oldsmobile Bravada; 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 symbols for the child restraint anchors that are located in the vehicle and on the child restraint or booster cushion.

VEHICLES INVOLVED

Involved are 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; 2002 model year Oldsmobile Bravada; 2003 model year Oldsmobile Bravada; 2001 model year Pontiac Aztek, Grand Am, Montana; 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	3S610198
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	2S500250	2S608951
2003	Pontiac	Aztek	3S500001	3S608928
2001	Pontiac	Grand Am	1C100008	1C286656
			1M500001	1M684639
2001	Pontiac	Montana	1D100008	1D340392
2003	Pontiac	Montana	3D100029	3D326501

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-98	V1043	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.



August, 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.

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; 2002 model year Oldsmobile Bravada; 2003 model year Oldsmobile Bravada; 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 symbols for the child restraint anchors that are located in your vehicle and on the child restraint or booster cushion. 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)
Buick	1-866-608-8080	1-800-832-8425
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Pontiac	1-800-620-7668	1-800-833-7668

Division	Number	Text Telephones (TTY)
Oldsmobile	1-800-630-6537	1-800-833-6537
Puerto Rico (English)	1-800-496-9992	
Puerto Rico (Español)	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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.

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.

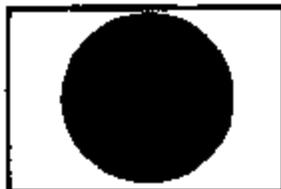
General Motors Corporation

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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