

Dealer TO: ALL CADILLAC AND CHEVROLET DEALERS

Salutation:

**ATTENTION: DEALER OPERATOR, GENERAL MANAGER, SALES MANAGER, USED CAR
MANAGER, SERVICE MANAGER, PARTS MANAGER AND WARRANTY ADMINISTRATOR**

GM SERVICE AND PARTS OPERATIONS

DCS1214

URGENT - DISTRIBUTE IMMEDIATELY

Date: June 30, 2004

**Subject: Upcoming Safety Recall
04043 / Lower Control Arm Ball Stud Washer**

**Models: 2004 Cadillac CTS, SRX and XLR
2004 Chevrolet Corvette**

To: All Cadillac and Chevrolet Dealers

**Attention: Dealer Operator, General Manager, Sales Manager, Used Car Manager,
Service Manager, Parts Manager and Warranty Administrator**

Based on information from the National Highway Traffic Safety Administration (NHTSA) web site, the media may report that General Motors will be announcing a safety recall involving certain 2004 model year Cadillac CTS, SRX and XLR, and Chevrolet Corvette vehicles.

Some of these vehicles have lower control arm ball stud nut/washer assemblies with washers made of the wrong steel material. The washers may fracture and become loose or fall away from the vehicle. This could cause separation of the lower control arm from the knuckle, resulting in the loss of vehicle control.

To correct this condition, Cadillac and Chevrolet dealers will inspect the ball stud joints and measure the torque of the nut for all front lower control arms in all models affected as well as the rear lower control arms on the XLR and Corvette. If the torque is not at specification, the dealers will replace the ball stud, the knuckle, and the nut. If the torque is at specification, the dealers will replace the nut/washer assembly only. These repairs will be performed at no cost to the customers.

There are approximately 45,000 vehicles involved. GM is working with its suppliers to obtain the parts needed to correct this condition as quickly as possible. Based on the anticipated schedule, we plan to begin notifying

customers about this recall during the third quarter of 2004. GMVIS information will not be available until the recall is formally announced.

Listed below are some anticipated questions and answers to assist in responding to customer inquiries.

Q1: What is the condition that prompted a safety recall?

A1: Some 2004 model year Cadillac CTS, SRX and XLR, and Chevrolet Corvette vehicles have lower control arm ball stud nut/washer assemblies with washers made of the wrong steel material.

Q2: What impact does this condition have on the vehicle?

A2: The washers may fracture and become loose or fall away from the vehicle. This could cause separation of the lower control arm from the knuckle, resulting in the loss of vehicle control.

Q3: What might occur as a result of this condition?

A3: If front control arm separation occurs, the affected corner of the vehicle could drop and the control arm may be forced downward, contacting the wheel. This would slow the vehicle down and create a tendency for the vehicle to turn in the direction of the affected corner.

For the XLR and Corvette, if rear control arm separation occurs, there could be unpredictable right or left lateral forces at the rear of the vehicle. Although steering of the front wheels would be unaffected, control of the vehicle might be difficult.

Q4: Can the driver maintain control of the vehicle?

A4: The driver could maintain some steering control of the unaffected front wheel(s), however control would be diminished. The braking system would continue to be functional. If the separation of the wheel assembly severs the wheel's hydraulic brake hose, this may result in increased stopping distance.

Q6: How would a customer realize the condition exists?

A5: Fracture of the washer may occur unexpectedly without prior indication to the vehicle operator.

Q8: Have there been any incidents related to this condition?

A8: GM is aware of four incidences of the condition occurring.

Q7: Have there been any reports of crashes or injuries related to this condition?

A7: There have been no reports of crashes or injuries related to this condition.

Q8: How was this condition discovered?

A8: A fractured washer was discovered at the assembly plant.

Q9: Why was the washer made of the wrong steel material?

A9: GM is investigating how the suspect washers were stamped with the wrong material.

Q10: Is it possible that vehicles built before January 8 and after April 20, 2004 may have the suspect washers?

A10: These are the start and stop dates of vehicles built with the suspect washers. GM purged its supply of nut/washer assemblies received from the supplier and replaced them with nut/washer assemblies made of certified materials.

Q11: Where were these vehicles built?

A11: The Cadillacs involved in this recall were built at the General Motors assembly plant in Lansing, Michigan (Grand River plant) and the Corvettes were assembled in Bowling Green, Kentucky.

Q12: What will GM do to correct this condition on the subject vehicles?

A12: Cadillac and Chevrolet dealers will inspect the ball stud joints and measure the torque of the nut for all lower control arms in all models affected as well as the rear lower control arms on the XLR and Corvette. If the torque is not at specification, the dealers will replace the ball stud, the knuckle, and the nut. If the torque is at specification, the dealers will replace the nut assembly only. These repairs will be performed at no cost to the customers.

Q13: Are parts at the dealers, and can customers bring in their vehicles for repair right away?

A13: No. The recall will begin during the third quarter of 2004.

Q14: Is the vehicle safe to drive?

A14: The 2004 model year Cadillac CTS, SRX and XLR, and Chevrolet Corvette vehicles involved in this recall meet all federal safety standards.

Please contact the GM Dealer Business Center at 1-888-414-6322

(Prompt #3) if you have questions about this message.

END OF MESSAGE

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