



Campaign Bulletin

File In Section: Product Campaigns

Bulletin No: 00024

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OFFICE
DEFECTS INVESTIGATION



00X-001 (01)

CUSTOMER SATISFACTION CAMPAIGN

SUBJECT: 00024 - FRONT BRAKE HOSE ABRASION

MODELS: 1999-2000 CHEVROLET SILVERADO AND GMC SIERRA 1/2 TON PICKUP TRUCKS

CONDITION

On certain 1999-2000 Chevrolet Silverado and GMC Sierra 1/2 ton pickup trucks, failure to follow the service procedure set forth in the Service Manual for removal of the front brake caliper can result in movement of the front brake hose relative to its knuckle mounting bracket. If this movement results in increased length between the bracket and the banjo fitting that attaches to the brake caliper, it is possible for the brake hose to come in contact with the wheel rim. This contact with the wheel rim could, in time, cause the brake hose to become worn to the point that brake fluid leakage could occur. If this occurred, loss of front brakes is possible.

CORRECTION

Dealers are to attach a notice label to the front brake hoses stating that the calipers must be supported when removed.

VEHICLES INVOLVED

Involved are certain 1999-2000 Chevrolet Silverado and GMC Sierra 1/2 ton pickup trucks built within the following VIN breakpoints:

| YEAR | DIVISION | MODEL | PLANT | FROM | THROUGH |
|------|----------|-------|--------------|----------|----------|
| 1999 | GMC | C/K | Oshawa | X1500001 | X1571405 |
| 1999 | GMC | C/K | Pontiac East | XE500001 | XE851659 |
| 1999 | GMC | C/K | Ft. Wayne | XZ500001 | XZ540998 |

VEHICLES INVOLVED Cont'd

| YEAR | DIVISION | MODEL | PLANT | FROM | THROUGH |
|------|-----------|-------|--------------|----------|----------|
| 2000 | GMC | C/K | Oshawa | Y1100003 | Y1200090 |
| 2000 | GMC | C/K | Pontiac East | YE100014 | YE218668 |
| 2000 | GMC | C/K | FL Wayne | YZ100002 | YZ203300 |
| 1999 | Chevrolet | C/K | Oshawa | X1100001 | X1299265 |
| 1999 | Chevrolet | C/K | Pontiac East | XE100002 | XE256732 |
| 1999 | Chevrolet | C/K | FL Wayne | XZ100001 | XZ214624 |
| 2000 | Chevrolet | C/K | Oshawa | Y1100002 | Y1201388 |
| 2000 | Chevrolet | C/K | Pontiac East | YE100002 | YE218733 |
| 2000 | Chevrolet | C/K | Ft. Wayne | YZ100001 | YZ203298 |

IMPORTANT: Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry System) or **GM Access Screen** (Canada only) or **DCS Screen 445** (IPC only) prior to beginning campaign repairs. [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.

PARTS INFORMATION

An initial supply of Notice Labels has been mailed with this campaign bulletin on a no-charge basis. If additional labels are required, U.S. dealers should contact Dealer Support Materials at 1-888-414-6322, Canada dealers should contact Oshawa by fax at 905-644-7846, IPC dealers should contact the Regional Marketing Office.

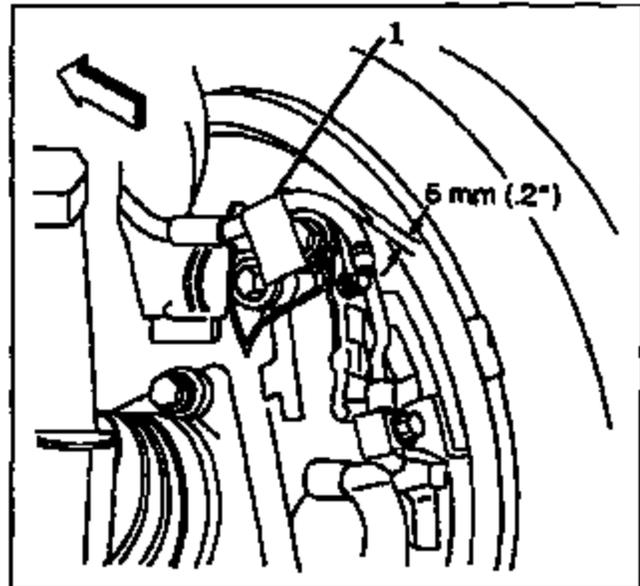
| Part Number | Description | Quantity/ Vehicle |
|-------------|--------------|----------------------|
| *15763158 | Notice Label | 2 |

***DO NOT ORDER THIS LABEL FROM GMSPD.**

SERVICE PROCEDURE

1. Raise the vehicle.
2. On the driver's side, clean the area of the brake hose between the banjo block and the knuckle bracket.

3. Install the notice label (1), ensuring that there is a minimum clearance between the brake hoses and the wheels of 5 mm (.2 in).
4. Repeat on the passenger's side.
5. Lower the vehicle.
6. 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 1-888-549-6152 (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 1-800-668-5539 (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 Notice Label | N/A | N/A | N/A | MA-96 | V0486 | 0.2 |

- * For Campaign Administrative Allowance, add 0.1 hours to the "Labor Hours".

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

All unsold new vehicles in dealers' possession and subject to this campaign must be held and inspected/repaired 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

00024

(Sample Of Notification Used)

May, 2000

Dear Chevrolet/GMC Customer:

This notice is sent to inform you of a customer satisfaction campaign that includes your vehicle.

Reason For This Recall: On certain 1999-2000 Chevrolet Silverado and GMC Sierra 1/2 ton pickup trucks, failure to follow the service procedure set forth in the Service Manual for removal of the front brake caliper can result in movement of the front brake hose relative to its knuckle mounting bracket. If this movement results in increased length between the bracket and the banjo fitting that attaches to the brake caliper, it is possible for the brake hose to come in contact with the wheel rim. This contact with the wheel rim could, in time, cause the brake hose to become worn to the point that brake fluid leakage could occur. If this occurred, loss of front brakes is possible.

What Will Be Done: Your Chevrolet/GMC dealer will attach a notice label to the front brake hoses stating that the callipers must be supported when removed. This service will be performed for you at no charge.

Contacting Your Dealer: Please contact your Chevrolet/GMC dealer as soon as possible to arrange a service date. Instructions for installing this label have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process and repair your vehicle.

If you experience any trouble scheduling your vehicle or you have any questions regarding this recall action, please contact the appropriate Customer Assistance Center at the listed number below:

| Division | Number | Deaf, Hearing Impaired or Speech Impaired * |
|-----------|----------------|---|
| Chevrolet | 1-800-222-1020 | 1-800-833-2438 |
| GMC | 1-800-462-8782 | 1-800-462-8583 |

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

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 postage paid reply card and returning it to us.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Chevrolet/Pontiac-GMC Division
General Motors Corporation

00X-001 (db)

GENERAL MOTORS OVERSEAS DISTRIBUTION CORPORATION

General Motors Building
3044 W. Grand Blvd.
Detroit, Michigan 48202

CABLE ADDRESS
"GMCOMM" DETROIT
TELEX NUMBERS
425543

May 2000

Dear General Motors Customer:

On certain 1999-2000 Chevrolet Silverado and GMC Sierra 1/2 ton pickup trucks, failure to follow the service procedure set forth in the Service Manual for removal of the front brake caliper can result in movement of the front brake hose relative to its knuckle mounting bracket. If this movement results in increased length between the bracket and the banjo fitting that attaches to the brake caliper, it is possible for the brake hose to come in contact with the wheel rim. This contact with the wheel rim could, in time, cause the brake hose to become worn to the point that brake fluid leakage could occur. If this occurred, loss of front brakes is possible.

Your GM dealer will attach a notice label to the front brake hoses stating that the calipers must be supported when removed. This service will be performed for you at no charge.

Please contact your GM dealer as soon as possible to arrange a service date.

The card included with this letter identifies your vehicle. Presentation of this card to your dealer will assist their Service personnel in completing the necessary correction to your vehicle in the shortest possible time.

Your General Motors dealer is best equipped to obtain parts and provide service to ensure your vehicle is corrected as promptly as possible. However, if you take your vehicle to your dealer on the agreed service date and they do not remedy this condition on that date or within five days, we recommend you contact the GMODC Customer Assistance Center by telephone (905) 644-4112. They will assist you and the dealer through our local GMODC office in getting your vehicle corrected.

After contacting your dealer and the Customer Assistance Center, if you are still not satisfied we have done our best to remedy this condition without charge within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call 1-800-424-9393.

We sincerely regret any inconvenience this causes you; however, we have taken this action in the interest of your continued satisfaction with our products.

GMODC
General Motors Corporation

00024

/j

Encl.

(SUGGESTED DEALER LETTER)

On certain 1999-2000 Chevrolet Silverado and GMC Sierra 1/2 ton pickup trucks, failure to follow the service procedure set forth in the Service Manual for removal of the front brake caliper can result in movement of the front brake hose relative to its knuckle mounting bracket. If this movement results in increased length between the bracket and the banjo fitting that attaches to the brake caliper, it is possible for the brake hose to come in contact with the wheel rim. This contact with the wheel rim could, in time, cause the brake hose to become worn to the point that brake fluid leakage could occur. If this occurred, loss of front brakes is possible.

We will attach a notice label to the front brake hoses stating that the calipers must be supported when removed. This service will be performed for you at no charge.

Please contact us as soon as possible to arrange a service date.

We sincerely regret any inconvenience this causes you; however, we have taken this action in the interest of your continued satisfaction with our products.

GMODC
General Motors Corporation

00024

/s/