



File In Section: Special Policy
 Bulletin No.: 07203A
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Service Bulletin

10024153



SPECIAL COVERAGE

SUBJECT: SPECIAL COVERAGE ADJUSTMENT – FUEL TANK INLET CHECK VALVE (ICV) FRACTURE

**MODELS: 2002-2004 BUICK RENDEZVOUS
 2001-2004 CHEVROLET VENTURE (REGULAR WHEELBASE)
 2001-2004 PONTIAC AZTEK, MONTANA (REGULAR WHEELBASE)**

The claim information in this bulletin has been revised to include an inspection labor code. Discard all copies of bulletin 07203, issued January 2008.

CONDITION

Some customers of 2002-2004 model year Buick Rendezvous; 2001-2004 model year Chevrolet Venture (regular wheelbase); and Pontiac Aztek and Montana (regular wheelbase) vehicles may comment about strong fuel odor or droplets of fuel on the ground during refueling or normal driving. This may be caused by a small crack at the base of the fill tube near the fuel tank.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after January 24, 2008, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to January 24, 2008, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

Involved are 2002-2004 model year Buick Rendezvous; 2001-2004 model year Chevrolet Venture (regular wheelbase); and Pontiac Aztek and Montana (regular wheelbase) vehicles built within the following VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2002	Buick	Rendezvous	2S500001	2S609116
2003	Buick	Rendezvous	3S500011	3S610195
2004	Buick	Rendezvous	4S500001	4S547679
2001	Chevrolet	Venture	1D100002	1D340372

VEHICLES INVOLVED, Cont'd.

YEAR	DIVISION	MODEL	FROM	THROUGH
2002	Chevrolet	Venture	2D100003	2D324869
2003	Chevrolet	Venture	3D100009	3D326495
2004	Chevrolet	Venture	4D100023	4D187948
2001	Pontiac	Aztek	1S500001	1S550133
2002	Pontiac	Aztek	2S500247	2S608952
2003	Pontiac	Aztek	3S500001	3S609391
2004	Pontiac	Aztek	4S500028	4S547710
2001	Pontiac	Montana	1D100006	1D340388
2002	Pontiac	Montana	2D100009	2D307339
2003	Pontiac	Montana	3D100034	3D326501
2004	Pontiac	Montana	4D100020	4D187864

PARTS INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Service and Parts Operations (GMSPO).

Part Number	Description	Quantity/Vehicle
10346662	Tank, Fuel (Rendezvous, Aztek)	1
22681652	Gasket, Fuel Sdr (Rendezvous, Aztek)	1
10345684	Tank, Fuel (Venture, Montana)	1

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

SERVICE PROCEDURE

Important: Inspect the fuel tank fill tube at the base of the fill tube near the fuel tank.

1. Inspect the fuel tank fill tube for evidence of a fuel leak.
 - If a fuel leak is present, proceed to Step 2.
 - If a fuel leak is not present, no further action is required.
2. Remove the fuel tank from the vehicle. Refer to *Fuel Tank Replacement* in SI.
3. Install the new fuel tank. Refer to *Fuel Tank Replacement* in SI.

CLAIM INFORMATION

For vehicles repaired under the terms of this special coverage, submit a claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NUMBER	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS	NET ITEM
Inspection Only – No Fuel Tank Replacement Req'd	N/A	NA	N/A	MK-95	T5697	0.3	N/A
Replace Fuel Tank		---	*	MK-95	T5683	1.4	N/A
• Aztek, Rendezvous	2						
• Montana, Venture	1						
Customer Reimbursement (Canadian & Export Dealers/US CAC)	N/A	N/A	N/A	MK-95	T5684	0.2	**

* 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 Export) for the fuel tank, and on Aztek and Rendezvous vehicles, the gasket needed to complete the repair.

** The amount identified in the "Net Item" column should represent the customer reimbursement amount.

CUSTOMER REIMBURSEMENT - For US

All customer requests for reimbursement for previous repairs for the special coverage condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Customer Reimbursement Procedure and Claim Form is included with the customer letter.

IMPORTANT: Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by January 31, 2009. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 240,000 kilometers, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

If the work was done by someone other than a GM dealership, the amount of reimbursement will be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.

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

January 2008

Dear General Motors Customer:

As the owner of a 2002, 2003, or 2004 model year Buick Rendezvous; or a 2001, 2002, 2003, or 2004 model year Chevrolet Venture; Pontiac Aztek or Montana, your satisfaction with our product is very important to us.

This letter is intended to make you aware that your vehicle may develop a small crack at the base of the fuel fill tube near the fuel tank that can allow fuel vapors to escape and cause liquid fuel to drop to the ground during refueling and normal driving.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2002, 2003, or 2004 model year Buick Rendezvous; or 2001, 2002, 2003, or 2004 model year Chevrolet Venture; Pontiac Aztek or Montana within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. If you believe your vehicle has this condition, you may want to call the service department at your dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below. The Customer Assistance Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

General Motors Corporation

Enclosure
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