# GM SERVICE AND PARTS OPERATIONS

#### DCS1532

URGENT DISTRIBUTE IMMEDIATELY

Date: March 8, 2006

Subject: 06009 F/CMVSS Non Compliance Recall

Vehicle Labels Missing

Models: 2006 Chevrolet Uplander Cargo Van

To: All Chevrolet: Dealers

Attention: Service Manager, Parts Manager and Warranty Administrator

### PRODUCT FIELD ACTION ANNOUNCEMENT

General Motors is announcing Non Compliance Recall 06009 today. The total number of vehicles involved is 291. Please see the attached bulletin for details.

#### Mailing Information

Customer notification letter mailing will begin on March 15, 2006.

### GM Vehicle Inquiry System (GMVIS)

GMVIS information will be available on March 8, 2006.

#### Service Information System (SI)

Bulletin 05059 is scheduled to be available on March 9, 2006.

### Campaign Initiation Detail Report (CIDR)

The CIDR will be available in GM DealerWorld on March 8, 2006.

PLEASE DOUBLE CLICK ON THE ICON BELOW
THEN SINGLE CLICK ON THE LAUNCH BUTTON
TO VIEW OR PRINT THE BULLETIN
(See attached file: 06009 bulletin.pdf)

END OF MESSAGE
GM SERVICE AND PARTS OPERATIONS



File In Section: Product Recalls

Bulletin No.: 06009

Date: March 2006



# **FMVSS NONCOMPLIANCE RECALL**

SUBJECT: Vehicle Labels Missing

MODELS: 2006 Chevrolet Uplander Cargo Van

The service procedure in this bulletin (install two labels) can be performed quickly and easily. To reduce the inconvenience to the customer, if a customer brings their vehicle and their labels into your dealership for installation, have this recall performed on the vehicle immediately if possible so that the customer does not have to leave their vehicle at the dealership.

### CONDITION

General Motors has decided that certain 2006 Chevrolet Uplander Cargo Vans fail to conform to Federal Motor Vehicle Safety Standards 110 or 120 - Tire Selection and Rims. These vehicles do not have a tire and wheel information label because they were incorrectly designated as incomplete vehicles. For the same reason, the vehicles do not have a certification label and have a VIN with a GM designation for an incomplete vehicle.

### CORRECTION

Dealers are to install a corrected certification label and install a tire and wheel information label that is VIN specific. Because this label can easily be installed by the customer, and to reduce their inconvenience, corrected labels and application instructions will be mailed to customers of record. This recall will expire May 31, 2006.

### VEHICLES INVOLVED

Involved are certain 2006 Chevrolet Uplander Cargo Vans built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH_	
2006	Chevrolet	Uplander	6D100256	6D150656	

**IMPORTANT:** Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry System) prior to beginning recall repairs. [Not all vehicles within the above breakpoints may be involved.]

For dealers with involved vehicles, a Campaign Initiation Detail Report (CIDR) containing the complete vehicle identification number, customer name and address data has been prepared and will be loaded to the GM DealerWorld (US) Recall Information.

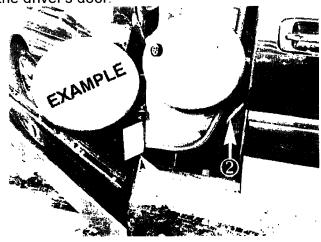
The Campaign Initiation Detail Report may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

# PARTS INFORMATION

Labels required to complete this recall on vehicles in inventory will be pre-shipped to dealers beginning the week of March 6, 2006. These labels are being provided at no charge. If additional labels are required, dealers are to fax their dealer code, name, mailing address, and VIN to Brand Quality FPE at 586-492-1500.

## SERVICE PROCEDURE

Open the driver's door.



- 1759889
- 2. Locate the areas where both labels are to be affixed and ensure that the area is clean and dry. Use a non-oil based cleaner, preferably isopropyl alcohol. If there is an existing certification/tire label on the door, it must be removed. If using a chemical adhesive remover to remove the label, be sure to follow all of the label directions and warning on the remover.
- 3. Remove the Certification/Tire Label (1) from the backing. The label should be rotated 1/4 turn counter-clockwise and applied over the existing label on the door as shown above (1).
- 4. Apply the label and smooth the label from the center out.
- 5. Remove the Tire and Loading Information Label (2) from the backing. The label should be rotated 1/4 turn counter-clockwise and applied to the door as shown above (2).
- 6. Apply the label and smooth the label from the center out.
- 7. Close the door.

### CLAIM INFORMATION

Submit a Product Recall Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NO.	PARTS ALLOW	CC-FC	LABO R OP	LABOR HOURS
Install Labels	N/A	N/A	N/A	MA-96	V1445	0.2

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

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.

All unsold new vehicles in dealers' possession and subject to this recall <u>must</u> be held and inspected/repaired per the service procedure of this recall bulletin <u>before</u> 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.

Bulletin No.: 06009

#### March 2006

Dear General Motors Customer:

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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 all or certain 2006 Chevrolet Uplander Cargo Vans fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 110 or 120, Tire Selection and Rims. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we have taken this action for your safety and continued satisfaction with our products.

# **IMPORTANT**

- Your 2006 model year Chevrolet Uplander Cargo Van is involved in safety recall 06009.
- Install the labels yourself or schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

# Why is your vehicle being recalled?

These vehicles do not have a tire and wheel information label because they were incorrectly designated as incomplete vehicles. For the same reason, the vehicles do not have a certification label.

# What will we do?

The certification label and tire and wheel information label for your vehicle are enclosed. To reduce your inconvenience, you can install the labels easily by following the enclosed instructions. If you desire, however, you may take the labels to your dealer for installation within the next 60 days. This service will be performed for you at no charge.

# What should you do?

If you would like your dealer to install the labels, you should contact your Chevrolet dealer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form and the two labels with you when you visit your dealer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

# Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center.

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied 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 St., SW, Washington DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to http://www.safercar.gov.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Scott Lawson General Director, Customer and Relationship Services

Enclosure 06009