Product Safety Recall - Power Sliding Door #01013 - (Jan 15, 2002)

01013 -- Power Sliding Door

1997-2001 Chevrolet Venture, Pontiac Montana/Trans Sport, and Oldsmobile Silhouette U Van with Passenger Side Power Sliding Door (RPO E58)

Condition

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 1997-2001 Chevrolet Venture, Pontiac Montana/Trans Sport, and Oldsmobile Silhouette model vehicles equipped with RPO E58, passenger side power sliding door. Some of these vehicles exhibit a condition in which the door closes, but is not latched. If this happens, the power sliding door can open while the vehicle is in motion, particularly when the vehicle ascends a hill, makes a turn, or travels over a rough road surface. An unrestrained occupant could fall out of the van and be injured.

Correction

Dealers are to install a new power sliding door un-latch actuator assembly.

Vehicles Involved

Involved are 1997-2001 Chevrolet, Pontiac, and Oldsmobile U Van model vehicles equipped with RPO E58, passenger side power sliding door, and built within these VIN breakpoints:

<table>
<thead>
<tr>
<th>Year</th>
<th>Division</th>
<th>Model</th>
<th>Plant</th>
<th>From</th>
<th>Through</th>
</tr>
</thead>
<tbody>
<tr>
<td>1997</td>
<td>Chevrolet</td>
<td>U Van</td>
<td>Doraville</td>
<td>VD100155</td>
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<td>YD100019</td>
<td>YD370927</td>
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<tr>
<td>2001</td>
<td>Chevrolet</td>
<td>U Van</td>
<td>Doraville</td>
<td>1D100001</td>
<td>1D224630</td>
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<td>1997</td>
<td>Pontiac</td>
<td>U Van</td>
<td>Doraville</td>
<td>VD100168</td>
<td>VD297312</td>
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<td>U Van</td>
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<td>Doraville</td>
<td>YD100039</td>
<td>YD370930</td>
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<tr>
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<td>Doraville</td>
<td>1D100004</td>
<td>1D224384</td>
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<td>1997</td>
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<td>U Van</td>
<td>Doraville</td>
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<td>VD297310</td>
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<td>U Van</td>
<td>Doraville</td>
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<td>WD351261</td>
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<td>U Van</td>
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<tr>
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<td>U Van</td>
<td>Doraville</td>
<td>1D100003</td>
<td>1D224602</td>
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</tbody>
</table>

Important
Dealers should confirm vehicle eligibility through GMVIS (GM Vehicle Inquiry System) or GM Access Screen (Canada only) or DCS Screen 445 (IPC Only) before beginning recall 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 recall bulletin. The customer name and address data furnished will enable dealers to follow-up with customers involved in this recall. 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 to the follow-up necessary to complete this recall.

**Parts Information**

**Important**

An initial supply of parts required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of April 09, 2001. Pre-shipped parts will be charged to dealer's open parts account.

Additional parts, if required, are to be obtained from General Motors Service Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Qty/ Vehicle</th>
</tr>
</thead>
<tbody>
<tr>
<td>10315993</td>
<td>Actuator, Rear Sliding Door Latch Release</td>
<td>1</td>
</tr>
</tbody>
</table>

**Service Procedure**

**Important**

The service procedure contained in this recall is different from the service procedure found in the appropriate Service Manual. As a result, the labor time allowance has been revised to correspond with this new service procedure. In the near future the Service Manual and labor time guide will be updated with this new information.

1. Remove the garnish molding at the top of the door trim panel.
2. Remove the inside door handle using Kent-Moore Tool J 42506.
3. Remove the trim panel.
4. Remove the water deflector.
5. Disconnect the electrical connector from the actuator.

**FIGURE Figure 1(c)**
6. Disconnect the actuator rod (1). Refer to Figure 1.
7. Remove and discard the actuator assembly (2) and rod (1). Refer to Figure 1.

**Important**

Replace the lock rod retainer. To make it easier to install the retaining clip, put a piece of butyl on the tip of your index finger to hold the retaining clip. Pull forward on the lower lock rod. This will move the upper lever rearward to seat the retainer in the lock rod lever (1). Refer to Figure 2.

8. Remove and discard the two upper bolts from the lock plate (2). Refer to Figure 2.
9. Install the rod in the rod retainer on the actuator with the bracket. Lay the actuator on a hard surface with the opening in the rod retainer up. Push the rod into the retainer.
**Important**

Before installing the actuator, inspect it for a Julian Date Code equal to or greater than 118-01-A. If a date code earlier than 118 is present (i.e. 117, 116, 115, etc.) the part should NOT be used and must be returned to GMSPO as "Special Return MR Code 12." Record the date code from the new actuator on the repair order.

10. Insert the new actuator with bracket through the rear access hole in the inner panel.

**FIGURE Figure 3(c)**

11. Install the new actuator (3) between the lock plate and the inner panel with the two new bolts, supplied. Refer to Figure 3. **Tighten**

Tighten the bolts to 10 N·m (89 lb in).

12. Install the actuator rod into the lock rod retainer (1). Refer to Figure 3.
13. Remove the electrical tape from the harness up to the first wire harness retainer (2) to gain access to the new actuator. Refer to Figure 3.
14. Install the electrical connector to the actuator.
15. Install the water deflector.
16. Remove and replace the thirteen trim panel fasteners.
17. Install the trim panel.
18. Install the door handle.
19. Install the garnish molding at the top of the door trim panel.
20. Install the GM Recall Identification Label.

**Recall Identification Label**

**FOR US AND IPC**

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 (5) digit dealer code of the dealer performing the recall service. This information may be inserted with a typewriter or a ball point pen.

Put the Recall Identification Label on a clean and dry surface of the radiator core support in an area that will be visible...
When installing the Recall Identification Label, be sure to pull the tab to allow the adhesion of the clear protective covering. Additional Recall Identification Labels for US dealers can be obtained from Dealer Support Materials by calling 1-866-700-0001 (Monday-Friday, 8:00 am to 5:00 pm EST). Ask for Item Number S-1015 when ordering.

Additional Recall Identification Labels for IPC dealers can be obtained from your Regional Marketing Office.

**Recall Identification Label**

FOR CANADA

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 (5) digit dealer code of the dealer performing the recall service. This information may be inserted with a typewriter or a ball point 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. Additional Recall Identification Labels for Canadian dealers can be obtained from DGN by calling 1-800-668-5539 (Monday-Friday, 8:00 am to 5:00 pm EST). Ask for Item Number GMP 91 when ordering.

**Claim Information**

Submit a Product Recall Claim with the information indicated below:

<table>
<thead>
<tr>
<th>Repair Performed</th>
<th>Part Count</th>
<th>Part No.</th>
<th>Parts Allow</th>
<th>CC-FC</th>
<th>Labor Op</th>
<th>Labor Hours*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Install New Power Sliding Door Un-Latch Actuator Assembly and Verify a Date Code Equal to or Greater than 118</td>
<td>1</td>
<td>10315993</td>
<td>**</td>
<td>MA-96</td>
<td>V0767</td>
<td>0.6</td>
</tr>
</tbody>
</table>

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

** -- The "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for parts needed to complete the repair.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

**Customer Notification**

FOR US AND CANADA

Customers will be notified of this recall 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 Recall Responsibility**

FOR US AND IPC (US States, Territories, and Possessions)
The US National Traffic and Motor Vehicle Safety Act provides that each vehicle which 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.

**Dealer Recall Responsibility**

**FOR 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. This could be done by mailing to such customers a copy of the customer letter accompanying this bulletin. 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, please take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

April, 2001

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**Reason For This Recall**

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 1997-2001 Chevrolet Venture, Pontiac Montana/Trans Sport, and Oldsmobile Silhouette model vehicles equipped with passenger side power sliding door. Some of these vehicles exhibit a condition in which the door closes, but is not latched. If this happens, the power sliding door can open while the vehicle is in motion, particularly when the vehicle ascends a hill, makes a turn, or travels over a rough road surface. An unrestrained occupant could fall out of the van and be injured.

**What Will Be Done**

Your dealer will install a new un-latch actuator assembly to the power sliding door. This service will be performed for you at no charge.

**How Long Will The Repair Take?**

The length of time required to perform this service correction is approximately 40 minutes. Additional time may be required to schedule and process your vehicle. If you dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed to schedule, process and repair your vehicle.
Contacting Your Dealer

Please contact your dealer as soon as possible to arrange a service date. Parts are available and instructions for making this correction have been sent to your dealer.

Your dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the number listed below:

<table>
<thead>
<tr>
<th>Division</th>
<th>Number</th>
<th>Deaf, Hearing Impaired, or Speech Impaired*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chevrolet</td>
<td>1-800-222-1020</td>
<td>1-800-833-2438</td>
</tr>
<tr>
<td>Pontiac</td>
<td>1-800-762-2737</td>
<td>1-800-833-7668</td>
</tr>
<tr>
<td>Oldsmobile</td>
<td>1-800-442-6537</td>
<td>1-800-833-6537</td>
</tr>
<tr>
<td>GMODC</td>
<td>(905) 644-4112</td>
<td></td>
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<tr>
<td>Puerto Rico - English</td>
<td>1-800-496-9992</td>
<td></td>
</tr>
<tr>
<td>Puerto Rico - Español</td>
<td>1-800-496-9993</td>
<td></td>
</tr>
<tr>
<td>Virgin Islands</td>
<td>1-800-496-9994</td>
<td></td>
</tr>
</tbody>
</table>

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

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.

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 attached and mailing it in the postage paid envelope.

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

Enclosure

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.