



Service Bulletin



SPECIAL COVERAGE

SUBJECT: SPECIAL COVERAGE ADJUSTMENT – FRONT SUSPENSION CROSSMEMBER CORROSION

**MODELS: 1999-2004 CHEVROLET TRACKER
CURRENTLY OR PREVIOUSLY REGISTERED IN THE STATES OF CONNECTICUT, DELAWARE, ILLINOIS, INDIANA, IOWA, MAINE, MARYLAND, MASSACHUSETTS, MICHIGAN, MINNESOTA, MISSOURI, NEW HAMPSHIRE, NEW JERSEY, NEW YORK, OHIO, PENNSYLVANIA, RHODE ISLAND, VERMONT, WASHINGTON D.C., WEST VIRGINIA, WISCONSIN, OR IN THE PROVINCES OF NEW BRUNSWICK, NEWFOUNDLAND, NOVA SCOTIA, ONTARIO, PRINCE EDWARD ISLAND, AND QUEBEC**

Due to part availability, this special coverage is being administered in phases. The first phase will consist of 1999 and 2000 model year vehicles. Customers of 2001 – 2004 model year vehicles will not receive their notification letter until some time in the future. This, however, does not preclude them from presenting their vehicle for repair if they are experiencing this condition. In such cases, **dealers should perform the inspection/repair and submit a claim following the instructions contained in this special coverage bulletin.**

In other words, **this inspection/repair should be performed at no cost to the customer even though they may not have yet received their notification letter.** Under no circumstance should these customers be asked to pay for the repair and then advised to seek reimbursement from GM when their notification letter arrives.

You will be notified as additional phases are released.

Breakpoints listed in this bulletin cover vehicles in phase one only, which are the 1999 and 2000 model year vehicles. As additional phases are released, the breakpoints will be updated in SI.

CONDITION

Some 1999-2004 model year Chevrolet Tracker vehicles have a front suspension crossmember that did not receive adequate corrosion protection. The result of this condition may be most noticeable on vehicles driven in areas where rust is most common, such as areas where salt is used to control snow and ice. The corrosion may advance and cause rust-through perforation of the crossmember in the area of the left and/or right front lower control arm attachment brackets. As the corrosion progresses, the crossmember will become thinner and the perforations will grow

in size. If there are a substantial amount of large perforations, the left and/or right front lower control arm attachment brackets will become weakened and begin to flex. If this occurs, the customer may notice front tire wobble, steering looseness, vehicle pull to one side, front end noises (clunk, bang, rattle, etc), vehicle shaking, or steering wheel rotation when shifting from reverse to drive and drive to reverse.

Corrosion may progress over time until the front lower control arm bracket separates from the crossmember.

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.

Dealers are to inspect the crossmember. If the crossmember shows signs of advanced corrosion or perforation caused by corrosion, the crossmember is to be replaced.

If the inspection indicates that the crossmember does not need replacement, customers may bring the vehicle back to the dealership every 12 months for another inspection.

Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after October 17, 2007, 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 October 17, 2007, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

Note: Since this special coverage is being released in phases, breakpoints will be updated in SI as phases are released.

Involved are **certain** 1999-2004 Chevrolet Tracker vehicles built within the following VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
1999	Chevrolet	Tracker	X6900587	X6938738
2000	Chevrolet	Tracker	Y6900052	Y6958644
2001	Chevrolet	Tracker	SOP – EOP in involved regions	
2002	Chevrolet	Tracker	SOP – EOP in involved regions	
2003	Chevrolet	Tracker	SOP – EOP in involved regions	
2004	Chevrolet	Tracker	SOP – EOP in involved regions	

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
91177632	Crossmember, Frt Susp	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

Inspection Procedure



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1. Conduct the steel integrity inspection using a 4.8 mm (3/16 in) flat-tip punch and a 340-454 gram (12-16 ounce) hammer.



2010240

2. Place the punch on the crossmember surface and strike the punch with the hammer using a 25-31 cm (10-12 in) swing and light-to-moderate force. Inspect several locations on both the left and right sides of the crossmember.



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3. Carefully inspect the lower portion of the crossmember, on both the front and rear vertical surfaces, at the front lower control arm mount.



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- If the metal perforates or displays a significant "dent" upon test completion, replace the crossmember. Refer to *Front Suspension Crossmember Replacement* in SI.
- If the metal does NOT perforate or display a significant "dent" upon test completion, no further action is required. Refer to the Claim section of the bulletin.

Crossmember Replacement

1. Remove the crossmember from the vehicle. Refer to *Front Suspension Crossmember Replacement* in SI.

Important: After installing the new crossmember, measure the wheel alignment and adjust the front toe, if necessary. Refer to *Measuring Wheel Alignment and Front Toe Adjustment* in SI.

2. Install the new crossmember. Refer to *Front Suspension Crossmember 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
Inspect Front Suspension Crossmember – No Further Action Req'd.	N/A	N/A	N/A	MK-95	T5689	0.3	N/A
Inspect & Replace Front Suspension Crossmember (inc. Wheel Align & Front Toe Adjust)	1	---	*	MK-95	T5690	4.6	N/A
Customer Reimbursement (Canadian Dealers & US CAC)	N/A	N/A	N/A	MK-95	T5691	0.2	**

* The "Parts Allowance" should be the sum total of the current GMSP0 Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for front suspension crossmember 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

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 km, 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.



I M P O R T A N T

- Your 1999-2004 model year Chevrolet Tracker is involved in special coverage 06186.
- Your Chevrolet dealer will inspect the front suspension crossmember for corrosion that could result in control arm separation.
- Your dealer will perform this inspection for you at **no charge**.

Dear General Motors Customer:

As the owner of a 1999–2004 model year Chevrolet Tracker, your satisfaction with our product is very important to us.

Some 1999-2004 model year Chevrolet Tracker vehicles have a front suspension crossmember that did not receive adequate corrosion protection. The result of this condition may be most noticeable on vehicles driven in areas where rust is most common, such as areas where salt is used to control snow and ice. The corrosion may advance and cause rust-through perforation of the crossmember in the area of the left and/or right front lower control arm attachment brackets. As the corrosion progresses, the crossmember will become thinner and the perforations will grow in size. If there are a substantial amount of large perforations, the left and/or right front lower control arm attachment brackets will become weakened and begin to flex. If this occurs, the customer may notice front tire wobble, steering looseness, vehicle pull to one side, front end noises (clunk, bang, rattle, etc), vehicle shaking, or steering wheel rotation when shifting from reverse to drive and drive to reverse.

Corrosion may progress over time until the front lower control arm bracket separates from the crossmember.

Take your vehicle to your <VINDivisionName> dealer if you believe that your vehicle may have the condition as described above.

What We Have Done: General Motors is providing you with this special coverage for corrosion failures of the front crossmember. If this condition occurs on your 1999-2004 model year Chevrolet Tracker within 10 years of the date that 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: If you believe that your vehicle may have the condition as described above, take your vehicle to your GM dealer and they will inspect the crossmember for you at no charge. If the crossmember shows signs of advanced corrosion or perforation caused by corrosion, the crossmember will be replaced at no charge.

If the inspection indicates that the crossmember does not need replacement, you may bring your vehicle back to your dealer every 12 months for another inspection. Keep this letter with your other important glove box literature for future reference.

Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

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 Chevrolet Customer Assistance Center at 1-800-630-2438 or 1-800-833-2438 (TTY). The Customer Assistance Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

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.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
06186