

[2004 Chevrolet TrailBlazer - 4WD](#) | [Bravada, Envoy, Rainier, TrailBlazer \(VIN S/T\) Service Manual](#) | [Campaigns](#) | [Special Policy](#) | **Document ID: 1542791**

## #04017A: Special Policy - Tail Lamps/Stop Lamps - (Aug 6, 2004)

**Subject:** Special Policy Adjustment -- Tail Lamps/Stop Lamps

**Models:** 2004 Buick Rainier  
2002-2004 Chevrolet TrailBlazer, TrailBlazer EXT  
2002-2004 GMC Envoy, Envoy XL  
2002-2004 Oldsmobile Bravada



**DUE TO PART AVAILABILITY, CUSTOMERS ARE BEING NOTIFIED IN PHASES. THIS BULLETIN IS BEING REVISED TO INCLUDE ADDITIONAL PART NUMBERS. AS PARTS BECOME AVAILABLE, ADDITIONAL LETTERS WILL BE MAILED AND DEALERS WILL BE NOTIFIED VIA GM MESSENGER.**

### Condition

Some 2002-2004 model year Chevrolet TrailBlazer and TrailBlazer EXT, GMC Envoy and Envoy XL, Oldsmobile Bravada vehicles, and 2004 Buick Rainier vehicles have tail lamp/stop lamp(s) that may become inoperative.

### Special Policy Adjustment

This special policy covers the condition described above for a period of 6 years or 72,000 miles (116,000 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 June 3, 2004, are covered by this special policy and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to June 3, 2004 must be submitted to the Service Contract provider.

### Vehicles Involved

Involved are 2002-2004 model year Chevrolet TrailBlazer and TrailBlazer EXT, GMC Envoy and Envoy XL, Oldsmobile Bravada vehicles, and 2004 model year Buick Rainier vehicles built within the following VIN breakpoints:

Year	Division	Model	From	Through
2004	Buick	Rainier	42100176	42149722
2002	Chevrolet	TrailBlazer	22100007	22530814
2003	Chevrolet	TrailBlazer	32100001	32415147

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2004	Chevrolet	TrailBlazer	42100001	42149863
2002	Chevrolet	TrailBlazer EXT	22442652	22460353
			26100010	26138714
2003	Chevrolet	TrailBlazer EXT	32100002	32229743
			36100001	36246835
2004	Chevrolet	TrailBlazer EXT	46100116	46109875
2002	GMC	Envoy	22100001	22530816
2003	GMC	Envoy	32100003	32415148
2004	GMC	Envoy	42100011	42149864
2002	GMC	Envoy XL	22437217	22460354
			26100018	26138713
2003	GMC	Envoy XL	32100013	32191834
			36100011	36246828
2004	GMC	Envoy XL	46100127	46109865
2002	Oldsmobile	Bravada	22100005	22525166
2003	Oldsmobile	Bravada	32100018	32409362
2004	Oldsmobile	Bravada	42100044	42130124

## Parts Information

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

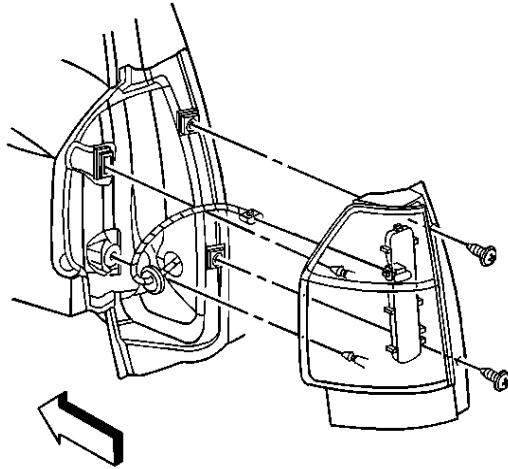
Part Number	Description	Qty/ Vehicle
16532713	Board, T/Lp Circ (Chev)	1 or 2
16532714	Board, T/Lp Circ (Chev Export)	1 or 2
16532716	Board, T/Lp Circ (GMC)	1 or 2
16532715	Board, T/Lp Circ (Olds/Buick)	1 or 2
12450108	Bulb, Trade #3157 (Chevy)	1 or 2
09441839	Bulb, Trade #3057 (Buick/Olds/GMC)	1 or 2

## Customer Notification

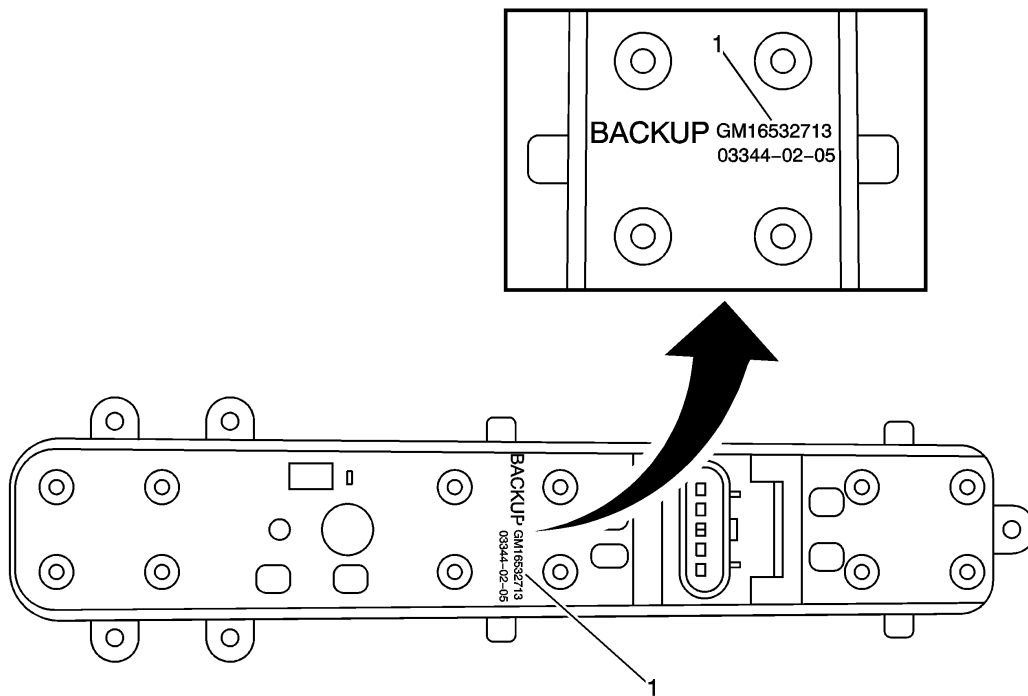
Customers will be notified of the special policy on their vehicles by General Motors (see copy of typical customer letter included with this bulletin -- actual divisional letter may vary slightly).

## Service Procedure

1. Open the rear liftgate.



2. Remove the two screws that attach both the left and right tail lamp assemblies and remove the lamps from the body.



3. Inspect the part number on both the left and right tail lamp circuit boards.

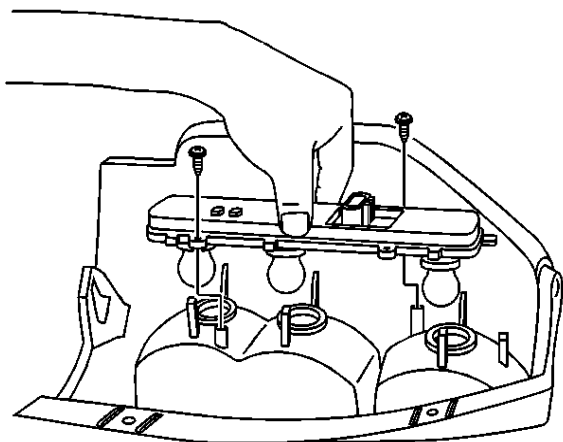
Chevrolet - New P/N 16532713

Chevrolet Export - New P/N 16532714

Buick and Oldsmobile - New P/N 16532715

GMC - New P/N 16532716

- If the part number printed on a circuit boards IS one of the part number listed above, then the circuit board is the new design and does NOT need to be replaced.
  - If the part number printed on a circuit board is NOT one of the part numbers listed above, then the circuit boards is the old design and MUST BE REPLACED. Proceed to the next step if either circuit board needs to be replaced.
4. Turn on the tail lamps, directional signals, etc. and determine if there are any bulbs that require replacement.
  5. Disconnect the electrical connector from the circuit board being replaced.



6. Remove the three screws attaching the circuit board to the tail lamp and remove the circuit board.
7. Install a NEW stop lamp bulb in a NEW circuit board.
  - On Chevrolet, Buick and Oldsmobile vehicles, the stop lamp bulb is located in the UPPER (top) socket in the circuit boards.
  - On GMC vehicles, the stop lamp bulb is located in the LOWER (bottom) socket in the circuit board.

**Important:** This special policy will cover the cost of replacing the stop lamp bulb(s). All other bulbs that require replacement are to be submitted under the normal warranty operation, if applicable.

8. Transfer the remaining bulbs from the old circuit board to the new circuit board. Replace any burned out bulbs.
9. Connect the electrical connector to the new circuit board(s).
10. Turn on the tail lamps, directional signals, etc. and verify that all bulbs are functional.
11. Install the circuit board to the tail lamp and install the three screws.

### Tighten

Tighten the screws to 1.9 N·m (17 lb in).

12. Install both the left and the right tail lamp assemblies to the body and install the screws.

**Tighten**

Tighten the screws to 1.9 N·m (17 lb in).

13. Close the liftgate.

## Claim Information

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

**Important:** This special policy will cover the cost of replacing the stop lamp bulb(s). All other bulbs that require replacement are to be submitted under the normal warranty operation, if applicable.

Repair Performed	Part Count	Part No.	Parts Allow	CC-FC	Labor Op	Labor Hours	Net Item
Replace One or Both Tail Lamp Circuit Boards & Tail/Stop Lamps	2-4	--	*	MK-95	T5601	0.3	N/A
Reimbursement For Previous Repairs (Canadian Dealers ONLY)	NA		NA		T5602	0.2 Administrative labor hours	**
<p>* -- 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 IPC) for circuit board(s) &amp; tail lamp/stop lamp(s) needed to complete the repair.</p> <p>** -- The amount identified in the "Net Item" column should represent the customer reimbursement amount.</p>							

## Customer Reimbursement - For US

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

A General Motors Special Policy Customer Reimbursement Procedure Form is included with the customer letter.

**Important:** Refer to 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 replace tail lamp circuit board (s) and tail lamp/stop lamp(s) are to be submitted prior to or by December 31, 2005. Repairs must have occurred within the 6 years of the date the vehicle was originally placed in service, or 116,000 km, whichever occurs first.

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

- Proof of ownership at time of repair.
- The 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.

## **GENERAL MOTORS PRODUCT PROGRAM CUSTOMER REIMBURSEMENT PROCEDURE**

If you have paid to have this special policy condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

*If your claim is:*

- Approved, you will receive a check from General Motors.
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you have any questions or need assistance with any other concern, please contact the appropriate Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at the number(s) shown on your letter.

## **GENERAL MOTORS PRODUCT PROGRAM CUSTOMER REIMBURSEMENT CLAIM FORM**

<b>THIS SECTION TO BE COMPLETED BY CLAIMANT</b>
Date Claim Submitted:
Vehicle Identification Number (VIN):

Mileage at Time of Repair:

Date of Repair:

Claimant Name (please print):

Street Address or PO Box Number:

City, State, ZIP Code:

Daytime Telephone Number (include Area Code):

Evening Telephone Number (include Area Code):

Amount of Reimbursement Requested: \$

*THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM*

*Original or clear copy of all receipts, invoices and/or repair orders that show:*

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.  
(copy of front and back of cancelled check, or copy or credit card receipt.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this special policy.

Claimant's Signature:

Please mail this claim form and the required documents to:

General Motors Corporation

P.O. Box 33170

Detroit, MI 48232-5170

All recall reimbursement questions should be directed to the following number: 1-800-204-0261.

June 2004

Dear General Motors Customer:

As the owner of a 2002, 2003 or 2004 model year Chevrolet TrailBlazer or TrailBlazer EXT, GMC Envoy or Envoy XL, Oldsmobile Bravada, or 2004 model year Buick Rainier, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some of these vehicles may have a condition where the tail lamp/stop lamp(s) may become inoperative.

*This is not a recall.* Do not take your vehicle to your dealer as a result of this letter unless you have a tail/stop lamp that is burned out.

## **What We Have Done**

General Motors is providing owners with additional protection for the tail lamp/stop lamps. If this condition occurs on your 2002, 2003 or 2004 model year Chevrolet TrailBlazer or TrailBlazer EXT, GMC Envoy or Envoy XL, Oldsmobile Bravada vehicle, or 2004 Buick Rainier within 6 years of the date your vehicle was originally placed in service or 72,000 miles (116,000 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. 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 a convenient time 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 glovebox 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 policy condition.

If you have any questions or need any assistance, must contact your dealer or the appropriate Customer Assistance Center at the number listed below:

<b>Division</b>	<b>Number</b>	<b>Text Telephones (TTY)</b>
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Oldsmobile	1-800-630-6537	1-800-833-6537
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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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.



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