

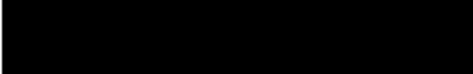
10038294

10038294

EXECUTIVE
CALHOUN CITY ADM.
P 2 13



Calhoun City, MS



OWNER: 1999 GMC VEHICLE VIN # GDM7H1B3XJ5025884 G-I

RE: GMC MEDIUM DUTY TRUCKS RECALL

12/10/02 0001379

GO2044-S December 2002

00000114231

Slate Springs LP Gas Co., Inc.

1999 GMC VEHICLE VIN # GDM7H1B3XJ502884 G-I

REASON FOR RECALL: General Motors has decided that a defect that relates to motor vehicle safety exists in certain 1999 and 2000 model year GMC Medium Duty C-Series trucks and school bus chassis equipped with a 7.4 liter gas engine and an IMPCO LPG conversion kit. Some of these vehicles may have engine backfires with sufficient force to damage the engine air intake system and the air cleaner filter element. If the damage air cleaner parts are dislodged from their normal position, these parts may come in contact with the hot exhaust manifold and/or hot exhaust gas re-circulation (EGR) valve tube resulting in a possible engine compartment fire.

1/11/2001 – AIR FILTER AND AIR CLEANER WAS REPLACED

\$757.24 – DAVID DOSS

DOSS REPAIR & PARTS SERVICE

1680 HWY 9 SOUTH

CALHOUN CITY, MS 38916

662 637-2514

*Mania
9/4/07*

**DEC 2002 – CONTACTED GENERAL MOTORS ISUZU
COMMERICAL TRUCK (GMCT) CUSTOMER ASSISTANCE
CENTER AT 1-800-862-4389.**

**WAS INSTRUCTED TO CARRY THE VEHICLE TO A GMC DEALER
TO VERIFY THAT THE AIR FILTER – CLEANER HAD BEEN
REPLACED.**

**MARCH 7, 2003 INSPECTED FOR RECALL ALL PARTS ARE
INSTALLED CORRECTLY MEETS STANDARD
INVOICE # 51863 SAM STEVENS MOTORS, INC.
INTERSECTION HWY. 25 & 6
AMORY, MS 38821
PHONE 662 256-2630**

COPIES OF ALL INVOICES WERE MAILED TO THE FOLLOWING

**RECALL INFORMATION PROCESSING CENTER
P.O. BOX 5056
ROYAL OAK MI 48068-9878**

**MAY 30, 2003 – RECEIVED A CALL FROM MITCHELL KELLER
(GENERAL MOTORS) TELEPHONE NUMBER 866 952-4368 EXT:
58173**

**MITCHELL KELLER STATED REEMBURSEMENT WOULD BE
MADE WHEN THE FOLLOWING INFORMATION WAS MAILED TO
HIS OFFICE.**

ASSIGNED RE-CALL NUMBER 1-62743414

**REQUESTED FOLLOWING INFORMATION:
PROOF OF OWNERSHIP
ORGINAL INVOICE OF WORK ON TRUCK
PROOF OF PAYMENT FOR WORK ON TRUCK**

MAY 30, 2003 - ALL ITEMS MAILED PER REQUEST.

**JUNE 30, 2003 RECEIVED A CALL FROM SHARON DEAN,
CUSTOMER RELATIONS MANAGER – TELEPHONE 248 874-3577**

WAS TOLD THE FOLLOWING:

**CLAIM WAS FOR GENERAL MAINTAINCE AND GENERAL
MOTORS DID NOT PAY FOR GENERAL MAINTENANCE**

**CLIAM WAS FOR WARRANTY ITEMS – AND THE WARRANTY
HAD EXPIRED ON THE ITEMS**

CLAIM DID NOT APPLY TO ANY RECALL ITEMS

***PLEASE NOTE: THE ENTIRE CONVERSATION FROM MRS. DEAN WAS
THREATING AND UNPLEASANT. SHE WAS UNRESPONSIVE TO THE
SUGGESTION THAT I HAD REQUESTED RE-EMBURSEMENT FOR RE-
CALL ITEMS.***

***I TOLD HER THE AMOUNT DID NOT INCLUDE REEMBURSEMENT
FOR ENGINE BACK FIRING PROBLEMS RELATED TO A POSSIBLE
FIRE WITH A PROPANE DELEVERY TRUCK, WHICH PRESENTED A
DANAGER TO OUR DRIVER, CUSTOMERS, AND PROPERTY DAMAGE.***

***THE CLAIM DID NOT INCLUDE REEMBURSEMENT FOR TOWING
FEE, DOWN TIME AND PROBLEMS RELATED TO THE DEFECTIVE
AIR FILTER AND CLEANER.***

***I REQUESTED A COPY OF THE "TELEPHONE CONSERVSATON" AND
A LETTER STATING THE REASON THE CLAIM COULD NOT BE PAID. I
ALSO REQUESTED A STATEMENT FROM MITCH KELLER SINCE HE
WAS ASSIGNED TO HANDLE THE CLAIM.***

***JUNE 30, 2003 CALLED VOICE MAIL OF MITCHELL KELLER
JULY 1, 2003 CALLED VOICE MAIL OF MITCHELL KELLER
JULY 11, 2003 CALLED VOICE MAIL OF MITCHELL KELLER
(CALL WAS BLOCKED)***

JULY 21, 2003 RECEIVED AN E-MAIL FROM SHARON DEAN, CUSTOMER RELATION MANAGER WITH THE FOLLOWING STATEMENT:

“Please be advised that the safety campaign # 02044 on the above mentioned vehicle needs yet to be completed. Please contact your nearest authorized dealer and make an appointment for the completion of this campaign at no cost to you.”

JULY 21, 2003 – WE CALLED SAM STEVENS MOTOR, INC. – FAXED A COPY OF THE E-MAIL AND WAS TOLD IT WOULD NOT BE NECESSARY TO REPLACE THE AIR FILTER AND CLEANER AGAIN.

August 20, 2003- SCHEDULED SERVICE @ SAM STEVENS MOTORS. WILL HAVE THE RECALL ITEMS CHECKED FOR PROPER WORKING ORDER.

If, after contacting the GMICT 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 Isuzu Commercial Truck
General Motors Corporation

Enclosure

Important Maintenance Reminder

Please retain this with your maintenance records

LPG vehicles require higher secondary ignition voltages for equivalent gasoline operating conditions. The maintenance schedule for spark plugs and spark plug wires on LPG Medium Duty trucks is more frequent than on gasoline powered Medium Duty trucks (see IMPCO Medium Duty Owner's Manual Supplement).

- Spark plug service is required every 30,000 miles or 30 months, whichever comes first. When spark plugs are replaced, use AC Delco R42LTS gapped to 0.030"-0.035". Torque to 20 Nm (15 lb ft)
- Ignition wire replacement is required at 60,000 miles or 60 months, whichever occurs first. When replacing wires, use genuine GM parts.
- If the vehicle is mainly driven under one or more of the conditions listed below, inspect the spark plugs and wires every 15,000 miles or 12 months and replace as necessary.
 - Operation in hilly or mountainous terrain
 - Frequent-stop delivery service
 - Frequent operation at or near GVWR
- For vehicles equipped with PTO, use the following guideline: 1 hour of PTO usage is equivalent to 30 odometer miles. Adjust inspection and replacement schedules accordingly for PTO usage.

Example: Vehicle usage between 1/1/02 and 3/2/02:
12,000 odometer miles + (300 PTO hours x 30 = 9000) = 21,000 miles
- Perform exhaust system service every 15,000 miles or 8 months, as outlined in your GM Owner's Manual. Needed repairs should be made at once. Special attention should be made to inspect for leaks in the exhaust system.



G02044-S
December, 2002

Dear GMC 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 that relates to motor vehicle safety exists in certain 1999 and 2000 model year GMC Medium Duty C-Series trucks and school bus chassis equipped with a 7.4 liter gas engine and an IMPCO LPG conversion kit. Some of these vehicles may have engine backfires with sufficient force to damage the engine air intake system and the air cleaner filter element. If the damaged air cleaner parts are dislodged from their normal position, these parts may come in contact with the hot exhaust manifold and/or hot exhaust gas recirculation (EGR) valve tube resulting in a possible engine compartment fire.

What Will Be Done: Your GMC dealer will install a redesigned mixer bonnet and air cleaner housing cover, selective upgrades in various connections related to the air induction system, and if needed, a new air cleaner filter. This service will be performed for you at no charge.

In addition, since the maintenance of LPG vehicles differs from gasoline engine vehicles, we have enclosed a supplement that highlights some of these differences. Please keep this supplement with your maintenance records for future use.

How Long Will The Repair Take? The length of time required to perform this service correction is approximately 1 hour and 15 minutes. Additional time may be required to schedule and process your vehicle. If your 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 GMC 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 GMC 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 General Motors Isuzu Commercial Truck (GMICT) Customer Assistance Center at 1-800-862-4389.



GM OWNER: Present this card to your GM dealer to help identify the correction required to your vehicle.
 PLEASE CHECK (X) THE APPROPRIATE BOX IF ANY OF THE CONDITIONS LISTED BELOW ARE APPLICABLE.
 SUPPLY THE INFORMATION REQUESTED AND RETURN IN THE ENVELOPE PROVIDED.

- I have never owned this vehicle Vehicle damaged beyond repair Vehicle stolen and not recovered
 Campaign Completed on Date ___/___/___ by Self Other Vehicle Sold/Traded/Returned to:

00000114231
 02044 1GDM7H1B3XJ502884 G-1

[REDACTED]
 CALHOUN CITY, MS [REDACTED]

NEW OWNER SIGNATURE _____
 ADDRESS _____
 CITY _____ STATE _____ ZIP CODE _____
 (AREA CODE) PHONE NUMBER _____
 OWNER SIGNATURE _____



NO POSTAGE
 NECESSARY
 IF MAILED
 IN THE
 UNITED STATES

BUSINESS REPLY MAIL
 FIRST-CLASS MAIL PERMIT NO. 40 ROYAL OAK, MI
 POSTAGE WILL BE PAID BY ADDRESSEE

RECALL INFORMATION
 PROCESSING CENTER
 PO BOX 8058
 ROYAL OAK MI 48068-9878

