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July 29, 2005

EXECUTIVE SECRETARIAT

To Whom It May Concern,

This is to inform you that I was unable to have the recall repairs on my 1998 Oldsmobile van (see enclosed recall information) completed today, July 29, 2005, because the dealership was uncooperative. I do not know if I will ever have it completed.

At 10: A.M. this morning, I took my Oldsmobile van to the McDonald Pontiac, Cadillac, GMC dealership at 5155 State Street here in Saginaw, Michigan, with the intention of having the recall repairs made. I was told the I could have a 1:P.M. appointment today or wait until "...next week...". As I would not be in town next week, I chose the 1:P.M. appointment. I was told that the repair would take between ½ hour and one hour.

My wife and I decided to wait at the dealership since the van is our only vehicle in Saginaw.

At 3:30 P.M. we decided to ask the service representative for a progress report on the van. We were informed that it would take another ½ hour to one hour to finish the work since the "...mechanic had not started to work on it yet...". We did not have that amount of time left in our day for this purpose so we left without the repairs being completed.

During our long wait in the dealership, we noticed that there was not much activity taking place in the service area. This would be normal on a Friday afternoon during July at most of our Saginaw dealerships.

We are convinced that the McDonald dealership was not very interested in serving the recall notice. So, we will have to take our chances with the faulty doors and hope no one gets injured.

Sincerely,

[Redacted Signature]

Saginaw, Michigan [Redacted Address]

Copy to: Administrator, National Highway Traffic Safety
Administration, 400 Seventh Street, SW, Washington, D.C., 20590

Ed
8/16/05



Dear Oldsmobile 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 1996 model year Oldsmobile Silhouette vehicles equipped with a right-hand power sliding door and second row bucket seats or captain's chairs. If a passenger uses the interior handle to open the power sliding door and holds onto the handle while it is being opened by the door motor, the passenger's arm may be pushed into the seat back or armrest and a wrist or lower arm injury could occur.

Until the vehicle is serviced, the interior handle should not be used to open the door. The driver can open and close the door from switches at the driver's position or by using the remote key fob. The driver should tell passengers to use the switch located in front of the door to open or close the door. The driver should also use the override switch to prevent operation of the power door by children or by others who are not familiar with its use.

What Will Be Done: Although only the right-hand power sliding door handle requires replacement, your GM dealer will replace both rear door handles, if applicable, to keep the appearance consistent. This service will be performed for you at no charge.

How Long Will The Repair Take? This service correction will take approximately 15 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Contacting Your Dealer: To limit any possible inconvenience, we recommend that you contact your Oldsmobile dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your Oldsmobile dealer be unable to schedule a service date within a reasonable time, you should contact the Oldsmobile Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.6537. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.633.6537.

If, after contacting the Oldsmobile 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 Form: The enclosed customer reply form identifies your vehicle. Presentation of this form 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 form and mailing it back to us.

Courtesy Transportation: If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on courtesy transportation.

My GMLink Online: This free online service offers vehicle and ownership related information and tools tailored to your specific vehicle. To join, visit www.mygmlink.com, and enter your vehicle's 17-character vehicle identification number (VIN) shown on the enclosed customer reply form to get the most personalized information for your vehicle.

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

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.

Oldsmobile Division
General Motors Corporation

Enclosure
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