U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

2008 JUL -3 AM 10:22

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
16-JUN-2008	Reference No. 10231208

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City KEMPNER	State TX	Zip Code [redacted]	Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES NO
In the absence of a[redacted] NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner [redacted] Date 06/12/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1GCHC23G81[redacted]	CHEVROLET	SILVERADO 2500 HD	2001

Date Purchased	Dealer's Name and Telephone Number		Engine: 8.1L	Fuel Type:
SEP01	GRAND / CONNELL CHEVROLET COPPERAS COVE TX	254 547.4251	No: Cylinders 8	REGULAR UNLEADED
Original Owner ☐	Dealer's City	State / Zip Code		

Transmission Type		Powertrain	Vehicle Component Code
ALLISON 6SPEED AUTO	☒ Antilock Brakes ☒ Cruise Control		060000 ENGINE AND ENGINE COOLING Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
16-MAR-2008	119000	60	CRANKSHAFT POSITIONING SENSOR

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2001 CHEVROLET SILVERADO 2500 HD. THE CONTACT EXPERIENCED INTERMITTENT LOSSES OF POWER WITH HIS VEHICLE. THE FAILURE OCCURRED NUMEROUS TIMES WHILE DRIVING AT BOTH LOW AND HIGH SPEEDS, BUT WAS ORIGINALLY NOTICED AT 60 MPH. THERE WERE NO WARNING INDICATORS PRIOR TO THE VEHICLE LOSING POWER. OCCASIONALLY, THE VEHICLE WOULD SHUT DOWN AND IMMEDIATELY RESTART, BUT OTHER TIMES, IT WOULD TAKE LONGER TO DO SO. THE DEALER STATED THAT THE VIN WAS NOT INCLUDED IN THE RECALL PERTAINING TO THIS FAILURE. THE CONTACT CALLED THE MANUFACTURER'S CUSTOMER SERVICE LINE AND WAS INFORMED THAT THERE WAS NO RECALL FOR THIS FAILURE; HOWEVER, HE WAS ALSO INFORMED THAT HIS VIN WAS NOT INCLUDED IN THE RECALL BECAUSE HIS CHECK ENGINE WARNING LIGHT DID NOT ILLUMINATE PRIOR TO THE FAILURE. THE RECALL NUMBER WAS UNKNOWN. THE CURRENT MILEAGE WAS 121,000 AND FAILURE MILEAGE WAS APPROXIMATELY 119,000. PLEASE SEE CONTINUATION AND EXHIBITS ATTACHED.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

National Highway Traffic Safety Administration Vehicle Owner's Questionnaire, Reference Number 10231208, Continuation Page.

Reference: Applicapble Incident Information Narrative Discription of Incidents(s), Crash(es), and Injury(ies).

In hindsight, I have had several related problems that occurred intermittenly over several months. On some occasions, I could drive to the grocery store and not experience any problems whatsoever; however, after shopping, I'd try to start my truck and it would take severeral times of continuous cranking before the truck would start. My initial thought was that it was a fuel problem, and kept track of each occurance. When it got worse, I went to Bill's Muffler and Automotive Shop, 1004 S Main St, Copperas Cove, 756522, telephone: 254.547.8242. They initially performed a Diagnostic Check on the truck and did not find any stored codes that would indicate the cause of the problem. They worked on the fuel system, replacing the fuel filter, air filter, and cleaned the throttle body. After thework was performed, and within a few days, the initial problem reoccured. Taking the vechicle back to Bill's Muffler, the again ran a diagnostic check and found no codes stored in the computer that would indicated another cause for the immediate shut down of the truck. Again, after a few days, the problem begain showing up. Without warning, or other indications, the truck would immediately shut down and I'd have to move to the right off of the driving surface, and wait a few minutes to restart the truck. At this particular time, I noticed that when I attempted to start the engine, it would just crank over and all of my gauges (transmission temperature, oil pressure, engine temperatrue, volatage, and fuel) would drop to zero. After this observation, the truck was taken back to Bill's Muffler for a more detailed observation. They were given the permission to keep the truck as long as they needed to determine what the problem was. The morining that my truck was dropped off, the mechanics were working on it, letting it run for an extended period of time, and suddenly it shut down. The performed a diagnostic test on the engine and the code that came back indicated that there was a problem with the crankshaft positioning sensor. They called me and told me what they had found, and was also told that there was a Recall on Chevrolet Silverados with an 8.1L engine and suggested that I contact the dealer where the truck was purchased. I did, and was told that a recall was in effect, but my vehicle VIN was not within the parameters of the recall. I called Bill's Muffler back and told them togo ahead and replace the "crankshaft positioning sensor" which they did. The sensor was purchased from Patriot Pontiac – GMC – Buick loacted at 4600 East Central Texas Expressway in Killeen, Texas (254.690.7000). The sensor was delivered, installed, and the truck was picked up. Since then, the truck is driving and performing like a new vehicle, with minimal problems of getting it started. I feel more comfortable and safer in driving the truck, especially through construction zones that don't provide much room to pull over if there were another problem.

I now direct your attention to Exhibit A, Crankshaft Position Sensor: Recall, Owner Letter (attached). First and foremost, I never received this letter until the Mechanic at Bill's Muffler provided it, along with other documents (Exhibits B and C attached). In the Owner Letter and subsequent documentations "***Why is your vehicle being recalled?***" it states on page 2 of 3 pages that "the Service Engine Soon (SES) light "may" illuminate and the vehicle "may" run rough. In addition, the engine may stall, and if so, may re-start immediately or after a cool down period. If the sensor fails permantently, the engine will quit running and will not re-start. **If this happens**

while the vehicle is moving, a crash could result without prior warning (key phrase "without prior warning)". Another key word in this statement is "**may**", defined as "might", "able", "have the ability to", and "one of those slipups that *may* happen from time to time". The dealership, Grand/Connell Chevrolet, located in Copperas Cove at 1802 East Central Texas Expressway, Copperas Cove, Texas 76522 (telephone 254.547.4751) failed to recognize the meaning of "may" and also state that there wasn't a recall out on my truck.

My goal is to have all 2001 Chevrolet Silverado, 8.1L, C2500 HD vehicles be recalled to determine if they are experiencing the similar problems identified in the orginal recall notice.

In addtion, I am asking that General Motors, Chevrolet Truck Division, be required and obligated to repay me for the monies paid in trouble-shooting and finally discovering the cause of the problems that I've experienced over the past several months that came down to a defective crankshaft positioning sensor.

I thank you for your attention and concerns with these matters and hopefully we can reduce the potential of severe injuries, death and damage to the vehicles that should be part of this recall.

Regards,

[redacted]

Kempner, Texas [redacted]

Other Related Documents Attached as Exhibits to the Recall:

Exhibit A (as mentioned above)
Exhibit B Crankshaf Positining Sensor: Recalls; Recall- Crankshaft Position Sensor Replacement
Exhibit C Vehicle: All Techincal Servie Bulletins; Fuel System – MIL ON/Driveability Issues

Attachments:

1. Service Ticket from Bill's Muffler Shop – Cove. Amount $246.74 (full restitution expected by General Motors, Chevrolet Division)
2. Service Ticket from Bill's Muffler Shop – Cove. Amount $274.32 (full restitution expected by General Motors, Chevrolet Division)

Crankshaft Position Sensor: Recalls
Owner Letter

December 2007

Dear General Motors Customer:

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

General Motors has decided that a defect that relates to motor vehicle safety exists in certain 2001 model year Chevrolet Silverado, Suburban; GMC Sierra and Yukon XL model vehicles, equipped with an 8.1L V8 engine. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

Important:

- Your vehicle is involved in safety recall 06083.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at *no charge*.

Why is your vehicle being recalled?

Your vehicle may have a condition in which the crankshaft position sensor can fail intermittently or permanently. If the sensor fails intermittently, the Service Engine Soon (SES) light may illuminate and the vehicle may run rough. In addition, the engine may stall, and if so, may re-start immediately or after a cool down period. If the sensor fails permanently, the engine will quit running and will not re-start. If this happens while the vehicle is moving, a crash could result without prior warning.

What will we do?

Your GM dealer will replace the crankshaft position sensor. This service will be performed for you at *no charge* . Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately one hour and twenty minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

Did you already pay for this repair?

The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below. More information about this recall can be found at the Owner Center at MyGMLink, http://www.gm.com/recall

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Guam	1-671-648-8650	
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to

OLD 4-16 WKS

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EXHIBIT A PG 2 OF 3 PGS

write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to http://www.safercar.gov.

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

Scott Lawson

General Director,

Customer and Relationship Services

EXHIBIT A PG 3 OF 3 PGS

Crankshaft Position Sensor: Recalls
Recall - Crankshaft Position Sensor Replacement

Subject:
Product Safety - Crankshaft Position Sensor Engine Stall
06083 - (12/11/2007)

Models:
2001 Chevrolet Silverado, Suburban
2001 GMC Sierra, Yukon XL

Equipped with 8.1L V8 (RPO L18 - VIN G) Engine

Condition

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2001 model year Chevrolet Silverado, Suburban; GMC Sierra and Yukon XL model vehicles, equipped with an 8.1L V8 (RPO L18 - VIN G) engine. Some of these vehicles have a condition in which the crankshaft position sensor can fail intermittently or permanently. If the sensor fails intermittently, the Service Engine Soon (SES) light may illuminate and the vehicle may run rough. In addition, the engine may stall, and if so, may re-start immediately or after a cool down period. If the sensor fails permanently, the engine will quit running and will not re-start.

Correction

Dealers are to replace the crankshaft position sensor.

Vehicles Involved

Year	Division	Model	From	Through
2001	Chevrolet	Silverado	1E100004	1E200999
			1F100006	1F116767
			1M100002	1M103668
			1Z100010	1Z100042
2001	Chevrolet	Suburban	1G100001	1G174359
			1J100010	1J100058
2001	GMC	Sierra	1E100003	1E2012022
			1F100004	1F113912
			1M100023	1M103669
			1Z100013	1Z100026
2001	GMC	Yukon XL	1G100003	1G174455
			1J100027	1J100074

Involved are certain 2001 model year Chevrolet Silverado, Suburban; GMC Sierra and Yukon XL model vehicles, equipped with an 8.1L V8 (RPO L18 - VIN G) engine and built within the VIN breakpoints shown.

IMPORTANT:
Dealers are to confirm vehicle eligibility prior to beginning repairs by using the GM Vehicle Inquiry System (GMVIS). Not all vehicles within the above breakpoints may be involved.

For dealers with involved vehicle, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided through the applicable system listed below. Dealers will not have a report available if they have no involved vehicles currently assigned.

- US GM - GM DealerWorld Recall Information

- Canadian GM dealers - GMinfoNet Recall Reports

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle

registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Parts Information

Part Number	Description	Qty/ Vehicle
12575172	Sensor, Crankshaft Position	1

Parts required to complete this recall are to be obtained from General Motors Service and 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.

Service Procedure

Refer to appropriate SI Service Procedure and replace the Engine Crankshaft Position Sensor.

Customer Reimbursement - For GM US

All customer requests for reimbursement of previously paid repairs for the recall condition will be handled by the Customer Assistance Center, not by dealers.

IMPORTANT:
(For GM US Only) Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures reguarding customer reimbursement.

Customer Reimbursement - For Canada and Export

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by December 31, 2008.

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

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

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of repair expense(s) that were not reimbursed, a description of the repair, and the person or entity performing the repair.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by WINS.

IMPORTANT:
Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement verification.

Claim Information

EXHIBIT B PG 2 OF 4 PGS

Repair Performed	Part Count	Part No.	Parts Allow	CC-FC	Labor Op	Labor Hours	Net Item
Replace Crankshaft Position Sensor. Perform Crankshaft Position System Variation Learn.	1	12575172	*	MA-96	V1752	1.1 Add: 0.2	N/A
Customer Reimbursement (Canadian & Export Dealers/US CAC)	N/A	N/A	N/A	MA-96	V1753	0.2	**
* 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 Export) for Crankshaft Position Sensor needed to complete the repair. ** The amount identified in the "Net Item" column should represent the dollar amount reimbursed to the customer.							

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

Submit a Product Recall Claim with the information shown.

Customer Notification - For U.S. and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter shown in this bulletin).

Customer Notification - For Export

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 sample letter.

Dealer Recall Responsibility - For US and Export (US States, territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that 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 - 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. A copy of the customer letter is shown in this bulletin for your use in contacting customers. 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, ,you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

EXHIBIT B PG 3 OF 4 PGS

Disclaimer

EXHIBIT B PG 4 OF 4 PGS

Vehicle: All Technical Service Bulletins
Fuel System - MIL ON/Driveability Issues

Bulletin No.: 03-06-04-030F

Date: December 10, 2007

TECHNICAL

Subject:
Various Driveability Symptoms Due to Clogged Fuel Injectors, MIL/SES DTCs P0171, P0172, P0174, P0300, P1174, P1175 (Clean Fuel Injectors and/or Perform Injector Test With AFIT - CH-47976)

2000-2008 GM Passenger Cars and Light Duty Trucks (Including Saturn)

2003-2008 HUMMER H2

2006-2008 HUMMER H3

2005-2008 Saab 9–7X

with 2.0L, 2.2L, 2.4L, 2.8L, 3.1L, 3.4L, 3.5L, 3.8L, 3.9L, 4.2L, 4.3L, 4.8L, 5.3L, 6.0L, 6.2L or 8.1L Engine (VINs X, F, D, 4, 5, T, 8, J, E, H, L, 6, K, 1, 2, R, W, S, X, V, T, M, N, U, H, Y, 8, G — RPOs LNF, L61, LN2, L43, LD9, LK5, LG8, LA1, LX5, LX9, LZ4, LZE, L52, L36, L67, L26, LZ9, LZ8, LGD, LL8, LU3, LR4, LM7, LH6, LQ9, LQ4, LS2, L76, L92, L18)

and MULTEC® 2 Fuel Injectors

Models

Supercede:

This bulletin is being revised to update the model year to 2008. Please discard Corporate Bulletin Number 03-06-04-030E (Section 06 - Engine/Propulsion System).

Condition

Some customers may comment on any of the following various driveability symptoms:

Extended Crank Time

Hard to Start

MIL/SES Illuminated with DTCs

Hesitation

Lack of Power

Surge or Chuggle

Rough Idle

Light or Intermittent Misfire

Cause

Due to various factors, the fuel injectors may become restricted. Extensive testing has demonstrated that fuel related issues are the cause of clogged injectors. At this point, no specific fuel, fuel constituent, or engine condition has been identified as causing the restriction. The restriction causes the engine to operate at a lean air fuel ratio. This may either trigger the MIL to illuminate or the engine to develop various driveability symptoms.

Correction

Fuel injector restrictions, deposits can be cleaned on the vehicle using the following procedure. Under NO circumstances should this procedure be modified, changed or shortened. As a long term solution, and to prevent reoccurrence, customers should be encouraged to use Top Tier Detergent

EXHIBIT C PG 1 OF 6 PGS

Gasoline. For further information on Top Tier detergent gasoline and fuel retailers, please refer to the following Corporate Bulletin Numbers:

04-06-04-047G (U.S. Only)

05-06-04-022D (Canada ONLY)

GM UPPER ENGINE AND FUEL INJECTOR CLEANER is the only injector cleaning agent approved for use with General Motors fuel system components. Other injector cleaners may cause damage to plastics, plated metals or bearings. General Motors has completed extensive laboratory testing of GM Upper Engine and Fuel Injector Cleaner, and can assure its compatibility with General Motors fuel system components, as long as the cleaning procedure is followed correctly.

Injector Cleaning Procedure

The following tools, or their equivalent, are required:

CH-47976 Active Fuel Injector Tester (AFIT)

J 35800-A Fuel Injector Cleaner

J 37287 Fuel Line Shut-off Adapter

J 42964 Fuel Line Shut-off Adapter

J 42873 Fuel Line Shut-off Adapter

* One bottle of GM Upper Engine and Fuel Injector Cleaner, P/N 88861802 (in Canada, P/N 88861804)

* One bottle of GM Fuel System Treatment Plus, P/N 88861011 (in Canada, P/N 88861012)

Active Fuel Injector Tester (AFIT - CH-47976)

Some dealers may not have an Active Fuel Injector Tester (AFIT- CH-47976). Dealers can contact 1-800-GM-TOOLS (1-800-468-6657) to order an AFIT - CH-47976. Dealers still can test the fuel injectors without an AFIT. Refer to Fuel Injector Diagnosis (w/J 39021 or Tech 2(R)) in SI.

As mentioned in the AFIT User Guide, vehicles that are not listed in the AFIT menu can still be tested with the AFIT. Depending on the model, it may be possible to enter the previous model year and proceed with testing using the DLC connection. If this is not possible on the model that you are working on, it will be necessary to use the direct connection method outlined in the AFIT User Guide (See Pages 17-31).

General Motors recommends that the Active Fuel Injector Tester (AFIT) be used in testing fuel injectors. If the SI diagnostics do not isolate a cause for this concern, use the Active Fuel Injector Tester (AFIT - CH-47976) to perform an Injector Test as outlined in the AFIT User Guide.

The AFIT Injector Test measures the flow characteristics of all fuel injectors, which is more precise when compared with the standard Tech 2(R) fuel injector balance test. As a result, the AFIT is more likely to isolate the cause of a P1174 DTC (for example: if it is being caused by a fuel injector concern).

The CH-47976 (Active Fuel Injector Tester - AFIT) can also be used to measure fuel pressure and fuel system leak down. Also, as mentioned in the P1174 SI diagnosis, if the misfire current counters or misfire graph indicate any misfires, it may be an indicator of the cylinder that is causing the concern. Refer to Fuel Injector Diagnosis (w/CH-47976) in SI for additional instructions.

Training (U.S.)

To access the training video on AFIT, take the following path at the GM Training Website:

After logging into the gmtraining.com website, choose the link on the left side of the page titled web video library.

Then choose "technical".

Next, within the search box, type in September course number "10206.09D".

This will bring up a link with this course. Scroll through to choose "feature topic"."

At this point, the seminar can be chosen to view or the video related to the AFIT.

EXHIBIT C PG2 OF 6 PGS

Additional training is available from the gmtraining.com website. Please see TECHassist 16044.18T2 Active Fuel Injector Tester and also see 16044.14D1 GM Powertrain Performance for more information on GM Upper Engine and Fuel Injector Cleaner.

Also, dealers can now download software updates for the AFIT at GM Dealer Equipment (GMDE) on the web at http://www.gmde.net/AFIT.cfm.

Training (Canada)

To access the training video on AFIT, take the following path at the GMPro LMS Training Website:

After logging into the <www.gmprocanada.com> website, choose the link on the left side of the page titled "Catalog."

Then choose "Catalog Search."

Next, within the search box, Select Course Number - Contains - "T" then select search.

This will bring up a list of TECHassist courses. Scroll through to choose "Active Fuel Injector Tester" and select "View."

At this point, a new window will open and the program can be Launched.

Also, dealers can now download software updates for the AFIT at GM Dealer Equipment (GMDE) on the web at http://www.gmde.net/softwareupdates/.

Techlink

Additional information can be found on AFIT (June 2006 Edition) and GM Upper Engine and Fuel Injector Cleaner (November 2006 Edition) in Techlink. To access the articles, take the following path:

Go to GM DealerWorld (U.S.) or the GM infoNET (Canada).

Click on the Service Tab in DealerWorld (GM infoNET for Canada).

Click on the GM Techlink Hyperlink.

Click on the Archives Hyperlink at GM Techlink.

Click on 06-2006 in the Archives Section and Click on the Active Fuel Injector Tester Link in the June 2006 Techlink Article.

Click on 11-2006 in the Archives Section and Click on the GM Top Engine Cleaner Replaced Link in the November 2006 Techlink Article.

Injector Cleaning Procedure

GM UPPER ENGINE AND FUEL INJECTOR CLEANER is the only injector cleaning agent recommended. DO NOT USE OTHER CLEANING AGENTS AS THEY MAY CONTAIN METHANOL, WHICH CAN DAMAGE FUEL SYSTEM COMPONENTS. Under NO circumstances should the GM Upper Engine and Fuel Injector Cleaner be added to the vehicle fuel tank.

Do not exceed the recommended cleaning solution concentration. Testing has demonstrated that exceeding the recommended cleaning solution concentration does not improve the effectiveness of this procedure.

Vehicles with less than 160 km (100 mi) on the odometer should not have the injectors cleaned. These vehicles should have any out of specification injectors replaced.

For 4, 5 and 6 cylinder engines, empty two of the 30 ml (1 oz) reservoirs of the GM Upper Engine and Fuel Injector Cleaner container into the J 35800-A - Injector Cleaning Tank then add 420 ml (14 oz) of regular unleaded gasoline. If you are using any other brand of cleaning tank, you will need a total of 60 ml (2 oz) mixed with 420 ml (14 oz) of regular unleaded gasoline.

For 8 cylinder engines, empty two of the 30 ml (1 oz) reservoirs of the GM Upper Engine and Fuel Injector Cleaner container into the J 35800-A - Injector Cleaning Tank then add 420 ml (14 oz) of regular unleaded gasoline. If you are using any other brand of cleaning tank, you will need a total of 60 ml (2 oz) of Upper Engine and Fuel Injector Cleaner mixed with 420 ml (14 oz) of regular unleaded gasoline. This procedure will need to be repeated for a second time for an 8 cylinder engine (8 cylinder engines receive 960 ml total fluid - 120 ml (4 oz) of Upper Engine and Fuel Injector Cleaner and 840 ml (28 oz) of gasoline.

Be sure to follow all additional instructions provided with the tool.

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Electrically disable the vehicle fuel pump by either removing the fuel pump fuse or the fuel pump relay and disconnecting the oil pressure switch connector, if equipped.

Turn the ignition to the OFF position.

Relieve fuel pressure and disconnect the fuel feed and return lines at the fuel rail. Plug the fuel feed and return lines coming off the fuel rail with J 37287, J 42873 or J 42964 as appropriate for the fuel system.

Connect the J 35800-A to the vehicle fuel rail.

Pressurize the J 35800-A to 510 kPa (75 psi).

Start and idle the engine until it stalls, due to lack of fuel. This should take approximately 15-20 minutes.

Turn the ignition to the OFF position.

Disconnect the J 35800-A from the fuel rail.

Reconnect the vehicle fuel pump relay and oil pressure switch connector, if equipped.

Remove the J 37287, J 42873 or J 42964 and reconnect the vehicle fuel feed and return lines.

Start and idle the vehicle for an additional two minutes to ensure residual injector cleaner is flushed from the fuel rail and fuel lines.

Pour the entire contents of GM Fuel System Treatment Plus (P/N 88861011 [in Canada, P/N 88861012]) into the tank and advise the customer to fill the tank.

Review the benefits of using Top Tier Detergent gasoline with the customer and recommend that they add a bottle of GM Fuel System Treatment Plus to the fuel tank at every oil change. Regular use of GM Fuel System Treatment Plus should keep the customer from having to repeat the injector cleaning procedure. Road test the vehicle to verify that the customer concern has been corrected.

Part Number	Description	Qty
88861802	GM Upper Engine and Fuel Injector Cleaner 473 ml (16 oz) Container (U.S.)	1*
88861804	GM Upper Engine and Fuel Injector Cleaner 473 ml Container (Canada)	1
88861011	Fuel System Treatment Plus 591 ml (20 oz) Container (U.S.)	1
88861012	Fuel System Treatment Plus 591 ml Container (Canada)	1

*** Only 1/8 of the cost may be claimed for 4 and 6 cylinder engines and 1/4 of the cost for 8 cylinder engines.**

Parts Information

Warranty Information (excluding Saab U.S. Models)

EXHIBIT C PG 4 OF 6 PGS

Labor Operation	Description	Labor Time
*J5645	**Cleaning Injector:**	
	4 Cylinder Engine	0.8 hr
	5 Cylinder Engine	0.7 hr
	6 Cylinder Engine	0.7 hr
	8 Cylinder Engine	0.9 hr
**Add:	Diagnostic Time	0.0–0.3 hr
* This labor operation number is for bulletin use only. This number will not be published in the Labor Time Guide. **A total diagnostic time equal to the time allowed for cleaning, J5645, may be claimed for performing the injector diagnosis procedure.		

For vehicles repaired under warranty, use the table.

Warranty Information (Saab U.S. Models)

Labor Operation	Description	Failed Object	Fault/Reason Code	Location Code	Warranty Type	Repair/Action Code	Labor Time
2421101	Injector, Replace Engine Code S	24211	71	0	01	01	Use Published Labor Operation Time
2421102	Injector, Replace Engine Code M	24211	71	0	01	01	Use Published Labor Operation Time
Add 1002001	Diagnostic Time	—	—	—	—	—	Use Published Labor Operation Time

EXHIBIT C PG 5 OF 6 PGS

2421105	Cleaning Injector, 8 Cylinder *Engine*	24211	71	0	01	05	0.7 hr*
2421106	Cleaning Injector, 8 Cylinder Engine	24211	71	0	01	05	0.9 hr*

For vehicles repaired under warranty, use the table.

Disclaimer

EXHIBIT C PG5 OF 6PGS

by COB

x 21

Sakhnini Inc.,dba

Bill's Muffler Shop - Cove

1004 So. Main Street
Copperas Cove, TX 76522
(254) 547-8242

NAME [redacted]
ADDRESS [redacted]
CITY Kempner [redacted] PHONE WORK
DATE 5-23-08 | YEAR/MAKE/MODEL 01 C1500 4WT | MOTOR SIZE | PHONE HOME

MILEAGE IN 119769 | MILEAGE OUT 119791

QTY.	PARTS		
1	Air Filter	16	80
	Fuel	11	50
1	Carb Cleaner	7	95
1	Serp Belt	33	64
	HAS BROKEN MOTOR MOUNT		

TOTAL PARTS

DESCRIPTION OF WORK

Vehicle stalls - Shuts down while moving and when stopping		
✓ Air filter - fuel filter		
Eng. diagnostic install Air and Fuel Filter Service T. Body	130	
Serp Belt R&R	32	50

NOTES:
Call w/est.
Cust going out of town tomorrow.

245 x [illegible]

NOTICE [redacted]
I am the person [redacted] of the motor ve[redacted] repossession i[redacted] order for paym[redacted] no funds, or be[redacted] is drawn has b[redacted]
I hereby autho[redacted] of Bill's Muffler [redacted] delivery at my [redacted] amount of repa[redacted] ity for loss or d[redacted] us for storage, [redacted]

AUTHORIZED BY [redacted] 23 MAY 08

LABOR ONLY	162	50
PARTS	69	97
MISC	8	50
SUBLET REPAIRS		
TAX	5	22
TOTAL	246	74

$246.74

ATTACHMENT 1.

Sakhnini Inc.,dba

Bill's Muffler Shop - Cove

1004 So. Main Street
Copperas Cove, TX 76522
(254) 547-8242

NAME [redacted]
ADDR [redacted]
CITY [redacted]
DATE 12-JUNE-08 YEAR/MAKE/MODEL [redacted] MOTOR SIZE [redacted]
MILEAGE IN 121646 MILEAGE OUT 121659

QTY.	PARTS	
PMF	CRANKSHAFT POS. SENSOR #12575172	95.45
	SEE SERV. BULLETIN ATTACHED.	
	TOTAL PARTS	95.45

DESCRIPTION OF WORK

ENGINE SHUTS DOWN ABRUPTLY W/O WARNING AND ALL POWER IS LOST. WHEN TRYING TO RESTART ALL GAUGES DROP TO ZERO.
DIAG. V-OUT 05-
HAS P0335 CRANK POS. SENSOR CIRCUIT CODE
R&R CRANK POS. SENSOR 97.50

NOTES:
IF COMPUTER IS NEED PLEASE CALL 289 5108.

NOTICE PURSUANT TO SECTION [illegible] TEXAS PROPERTY CODE:
I am the person, or an agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to this repair contract. I understand that this vehicle is subject to repossession in accordance with Section 9.503, Texas Business & Commerce Code, if a written order for payment for repairs of the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account, or the account on which it is drawn has been closed.

I hereby authorize the above repair work to be done along with necessary materials. Employees of Bill's Muffler Shop- Cove may operate above vehicle for purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that Bill's Muffler Shop - Cove assumes no responsibility for loss or damage by theft, fire, wind, flood, hail or other acts of nature, to vehicles placed with us for storage, sale, repair or while road testing. All warranty work must be done in this shop

AUTHORIZED [redacted]

LABOR ONLY	162.50
PARTS	95.45
MISC	8.50
SUBLET REPAIRS	
TAX	7.87
TOTAL	274.32

$274.32

ATTACHMENT 2

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216fb

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner Questionnaire (VOQ) form. Please review the form and make changes, additions, and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's side door or the driver's side door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequesnce or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in a vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236. Thank you for your cooperation.

Frank S Borris II

Frank S. Borris, II, Acting Chief
Correspondence Research Division
Enforcement

Enclosure: VOQ

NHTSA
www.nhtsa.gov