



Oldsmobile Division
General Motors Corporation
200 Renaissance Center
Detroit, Michigan 48265-2000

Date

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 certain 1999-2000 Oldsmobile Alero model vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 201, "Occupant Protection In Interior Impact". The console cover does not stay closed when a specified vertical load is applied. During a crash, the console cover could open and the cover or items stored under it could injure an occupant.

What Will Be Done: To prevent the possibility of this condition occurring, your dealer will replace the console latch mechanism. This service will be performed for you at **no charge**.

How Long Will The Repair Take? The length of time required to perform this service correction is approximately 20 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 Oldsmobile 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 Oldsmobile 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 Oldsmobile Customer Assistance Center at 1-800-442-6537. The deaf, hearing impaired, or speech impaired should call 1-800-833-6537 (utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

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 1-800-424-9393 (Washington, DC residents use 202-366-0123).

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.

Courtesy Transportation: Your dealer will provide you with shuttle service or some other form of courtesy transportation, if required, 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.

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