

00047

June, 2000

Dear <Division(s)> 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 2000 Buick Century/Regal and Chevrolet Lumina model vehicles equipped with rear drum brakes. Some of these vehicles exhibit a condition in which the bolt head(s) on the rear spindle rod may separate. You may notice a rattle in the rear suspension. If the remaining portion of the bolt breaks, the wheel can shift, causing rear steering of the vehicle. The driver could lose control and a crash could occur without prior warning.

**What Will Be Done:** Your dealer will replace the rear spindle rod bolts on your vehicle. 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 <Division> 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 <Division> 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 appropriate Customer Assistance Center at the listed number below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438

\* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

If, after contacting the appropriate 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 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.

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.

<Division(s)>  
General Motors Corporation

Enclosure

# GENERAL MOTORS OVERSEAS DISTRIBUTION CORPORATION

General Motors Building  
3044 W. Grand Blvd.  
Detroit, Michigan 48202

CABLE ADDRESS  
"GMCDDM" DETROIT  
TELEPHONE NUMBERS  
425543

June 2000

Dear General Motors Customer:

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2000 Buick Century/Regal and Chevrolet Lumina model vehicles equipped with rear drum brakes. Some of these vehicles exhibit a condition in which the bolt head(s) on the rear spindle rod may separate. You may notice a rattle in the rear suspension. If the remaining portion of the bolt breaks, the wheel can shift, causing rear steering of the vehicle. The driver could lose control and a crash could occur without prior warning.

Your dealer will replace the rear spindle rod bolts on your vehicle. This service will be performed for you at no charge.

Please contact your GM dealer as soon as possible to arrange a service date.

The card included with this letter identifies your vehicle. Presentation of this card to your dealer will assist their Service personnel in completing the necessary correction to your vehicle in the shortest possible time.

Your General Motors dealer is best equipped to obtain parts and provide service to ensure your vehicle is corrected as promptly as possible. However, if you take your vehicle to your dealer on the agreed service date and they do not remedy this condition on that date or within five days, we recommend you contact the GMODC Customer Assistance Center by telephone (905) 644-4112. They will assist you and the dealer through our local GMODC office in getting your vehicle corrected.

After contacting your dealer and the Customer Assistance Center, if you are still not satisfied we have done our best to remedy this condition without charge within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call 1-800-424-9393.

We sincerely regret any inconvenience this causes you; however, we have taken this action in the interest of your continued satisfaction with our products.

GMODC  
General Motors Corporation

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Encl.