

## (Sample Of Notification Used)

July, 2000

Dear Cadillac 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 Cadillac Escalade model vehicles equipped with an OnBoard Entertainment Center installed on the left-hand side (driver side), fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 301, "Fuel System Integrity". On some of these vehicles, the video cassette player mounting screws may extend below the floor pan. In a vehicle crash, a screw may penetrate the fuel tank and a fuel leak could occur. Additionally, a mounting screw could contact the fuel return line and eventually cause a wear-through condition, resulting in a fuel leak. In either case, if an ignition source were present, a vehicle fire could result.

**What Will Be Done:** If the entertainment center is installed on the right-hand side (passenger side), no correction is required. Please return the attached card indicating that you have completed the campaign by yourself. If the entertainment center is installed on the left-hand side (driver side), your Cadillac dealer will remove and reinstall the entertainment center with a revised attachment bracket. Your dealer will also inspect, and if necessary, replace the fuel return line. This service will be performed for you at **no charge**.

**How Long Will The Repair Take?** The length of time required to reinstall your rear entertainment center with the revised attachment bracket is approximately 40 minutes, and if required, another 30 minutes to replace the fuel return line. 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 Cadillac 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 Cadillac 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 Cadillac Customer Assistance Center at 1-800-458-8006. The deaf, hearing impaired, or speech impaired should call 1-800-833-2622 (utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)).

If, after contacting the Cadillac 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.

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.

Cadillac Motor Car Division  
General Motors Corporation

Enclosure