

ADMINISTRATIVE MESSAGE

03V-327

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|Dealer Recipient Criteria: Chevy Division = Chevrolet
| Oldsmobile Division = Oldsmobile
| Pontiac Division = Pontiac
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|Subject: |2000-2001 Chevrolet Malibu,
| Oldsmobile Alero and Pontiac
| Grand Am Upcoming Product
| Safety Recall Hazard Warning
| Switch

|Actionable Item: | Information Only |

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|Actionable Item Details: | |
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|Contact Person: |Name: Loren Rusk Phone: (for Wholesale) 586-947-7299
| Email: Loren Rusk/US/GM/GMC @|
| GM Fax: |

|Contact Person: |Name: Loren Rusk Phone: (for Dealership) 586-947-7299 |
| Email: Loren Rusk/US/GM/GMC @|
| GM Fax: |

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|Functional Role(s): |Dealer, General Manager, Parts|
|(Recommended Distribution): |Manager, Sales Manager, |
| Service Manager, Used Car Manager |
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|Release Date: |08/29/2003 |
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|Archive Date: |09/28/2003 |
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Dealer TO ALL CHEVROLET, OLDSMOBILE AND PONTIAC DEALERS

Salutation:

**PLEASE DISREGARD PREVIOUS MESSAGE #VSS20030100, WHICH WAS A
DRAFT
COPY SENT IN ERROR. WE APOLOGIZE FOR ANY INCONVENIENCE THIS MAY
HAVE
CAUSED.**

URGENT - DISTRIBUTE IMMEDIATELY

DATE: August 29, 2003

**SUBJECT: Upcoming Product Safety Recall
Hazard Warning Switch Revision**

**MODELS: 2000-2001 Chevrolet Malibu, Oldsmobile
Alero and Pontiac Grand Am**

TO: All Chevrolet, Oldsmobile and Pontiac Dealers

**ATTENTION: Dealer Operator, General Manager, Sales Manager, Used Car
Manager, Service Manager and Parts Manager**

**Based on information from the National Highway Traffic Safety
Administration (NHTSA) web site, the media may report that General
Motors will be announcing a safety recall involving certain 2000-2001
model year Chevrolet Malibu, Oldsmobile Alero and Pontiac Grand Am
vehicles.**

These vehicles have hazard warning switches that may experience solder joint cracking if subjected to rapid temperature changes. If solder joint cracking occurs and results in an open circuit, the audible flasher indicator, the visual flasher indicator in the instrument panel cluster, and the exterior turn/hazard lamps will become intermittent or inoperative. When the turn signal function or hazard warning flashers are not working, others may react more slowly to a turning or stopped vehicle and a crash could occur.

To correct this condition, dealers will replace the hazard warning switch. Of course, this repair will be performed at no cost to the customer.

There are approximately 783,000 vehicles involved. GM is working with its suppliers as quickly as possible to obtain the parts needed to correct this condition. Based on the anticipated schedule, we do not plan on notifying customers to contact their dealers about this recall until the 2nd quarter of 2004. GMVIS information will not be available until the recall is formally announced.

Listed below are some questions and answers to assist in responding to possible customer inquiries.

Q1: What is the condition that prompted a safety recall?

A1: Some 2000-2001 model year Chevrolet Malibu, Oldsmobile Alero and Pontiac Grand Am vehicles may have hazard warning switches that may fail or malfunction.

Q2: What might occur as a result of this condition?

A2: This may cause the hazard and turn signal lights to work intermittently or not at all.

Q3: What causes the hazard and turn signal lights to work intermittently or not at all?

A3: These failures are the result of cracked solder joints on the hazard warning switch because of exposure to rapid temperature changes and a soldering process.

Q4: How might customers know if their vehicle has this condition?

A4: If cracking of certain solder joints in the hazard warning switch occurs, this causes an open circuit. As a result, the audible flasher indicator, the visual flasher indicator in the instrument panel cluster, and the exterior hazard/turn lamps may become intermittent or inoperative.

Q5: Is there reason for being concerned about this condition?

A5: When the turn signal function or hazard warning flashers are not working, others may react more slowly to a turning or stopped vehicle and a crash could occur.

Q6: Have there been any reports of injuries or fatalities related to this condition?

A6: There have been no reports of crashes or injuries related to this condition.

Q7: Does GM use the same hazard warning switch in other GM vehicles?

A7: Yes. The switch is used in the Corvette, Impala, Monte Carlo, and Intrigue.

Q8: Why are you not recalling the Corvette, Impala, Monte Carlo, and Intrigue cars?

A8: Although the same hazard warning switch is used in these vehicles, it is not located adjacent to the HVAC duct and the resistors on the switches are not oriented toward the HVAC duct. Therefore, the hazard warning switch in those vehicles is not subject to a rapid temperature change.

Q9: What will GM do to correct this condition on the subject vehicles?

A9: Chevrolet, Oldsmobile and Pontiac dealers will replace the hazard warning switch.

Q10: Are parts at the dealers, and can customers bring in their vehicles for repair right away?

A10: No. The recall begins during the 2nd quarter of 2004.

Q11: Why are you waiting to conduct this recall?

A11: Parts will not be available until the 2nd quarter of next year. We're doing everything we can to move up this timing.

Q12: Is it safe to drive these vehicles?

A12: These vehicles meet all FMVSS requirements. Customers should bring their vehicles to the dealers as soon as they receive their notification letters.

Q13: What if customers in the suspect population are experiencing the condition?

A13: GMSPO currently has a limited supply of parts, which can be used to correct the "recall" condition. If a customer's vehicle is exhibiting this condition, they should take the vehicle to their servicing dealer for repair. This repair should be done at no charge to the customer regardless of the vehicle's warranty status (authorization may be required). Dealers should submit warranty claims for such repairs using labor operation N2540.

In the interest of customer satisfaction, an order writing control that requires dealers to order these parts as a Customer Special Order (CSO) has been implemented. A quantity limit of one part per order has also been put in place to help ensure the equitable distribution of these parts until the recall is announced.

Please contact the GM Dealer Business Center at 1-888-414-6322 (Prompt #3) if you have questions about this recall.

END OF MESSAGE

GM SERVICE AND PARTS OPERATIONS