



**GENERAL MOTORS NORTH AMERICA**  
 Structure & Safety Integration

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 NYS-215

May 13, 2004

2004 MAY 20 A 11: 24

OFFICE OF  
 DEFECTS INVESTIGATION

Mr. K. N. Weinstein  
 Associate Administrator for Safety Assurance  
 National Highway Traffic Safety Administration  
 400 Seventh Street, S.W., Room 5321  
 Washington, D.C. 20590

Dear Mr. Weinstein:

The following information is an update to the 573.6(c)(2)(3)(4) information in our February 16, 2004 report.

General Motors will add the 2000 model year C, H and Chevrolet W vehicles equipped with a 3800 V6 engine, L38 RPO, VIN Code K to the recall. These vehicles were manufactured with a Delphi produced fuel pressure regulator.

GM has discovered an elevated trend of MOP occurrences for the 2000 model year C cars that is projected to be in line with those of the 1998-99 model year C cars. The trend of MOP occurrences for the 2000 model year H and Chevrolet W cars are projected to be in line with the 1998-99 model year H cars. For reasons stated in the February 16, 2004 letter, GM does not consider the 2000 model year H and Chevrolet W cars to pose an unreasonable risk to motor vehicle safety, however they are included in the recall population.

General Motors will expand the recall (NHTSA 04V090) to include certain 2000 model year Pontiac Bonneville; Buick LaSabre and Park Avenue; and Chevrolet Monte Carlo and Impala model vehicles. The decision was made on May 6, 2004.

General Motors plans to mail the dealer bulletin in June 2004. The owner letters for the 1998-99 model year H cars will be mailed in June 2004 and the owner letters for the 2000 model year C, H and W will begin in September 2004. A draft copy of the dealer bulletin and owner letter is attached. GM will forward final copies to NHTSA when available. Please call me if you have any questions regarding the expansion of this safety recall.

Sincerely,

Gay P. Kent  
 Director

Product Investigations

2119B - 030548 NHTSA 04V090  
 Attachment



573.6(c)(2)(3)(4)

**VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR  
PLUS INCLUSIVE DATES OF MANUFACTURE**

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Buick	C	1998	50,725	03/97	08/98	Park Avenue w/L36 Eng	* Unknown
Buick	C	1999	<u>44,965</u>	02/98	07/99	Park Avenue w/L36 Eng	*
Original GM Total:			95,690				
Buick	H	1998	135,229	03/97	08/98	LeSabre w/L36 Eng	* Unknown
Buick	H	1999	94,116	03/98	05/99	LeSabre w/L36 Eng	*
Oldsmobile	H	1998	60,541	03/97	08/98	Eighty-Eight w/L36 Eng	*
Oldsmobile	H	1999	36,484	03/98	12/98	Eighty-Eight w/L36 Eng	*
Pontiac	H	1998	58,910	03/97	08/98	Bonneville w/L36 Eng	*
Pontiac	H	1999	<u>48,350</u>	03/98	06/99	Bonneville w/L36 Eng	*
1 <sup>st</sup> Expansion:			433,632				
Chevrolet	W	2000	122,626	11/98	06/00	Monte Carlo & Impala w/L36 Eng	* Unknown
Buick	H	2000	176,359	09/98	06/00	LeSabre w/L36 Eng	*
Buick	C	2000	39,237	03/99	06/00	Park Avenue w/L36 Eng	*
Pontiac	H	2000	<u>43,329</u>	05/99	06/00	Bonneville w/L36 Eng	*
2 <sup>nd</sup> Expansion:			381,551				
Grand Total:			910,873				

\* All involved vehicles will be corrected.  
21198 - 03054B NHTSA 04V090

**CORRECTION**

Dealers are to replace the engine fuel pressure regulator.

**VEHICLES INVOLVED**

Involved are certain 1998-2000 Buick Park Avenue, LeSabre, Pontiac Bonneville; 1998-99 Oldsmobile Eighty-Eight; and 2000 Chevrolet Monte Carlo, Impala model vehicles equipped with a 3.8L V6 (RPO L36 – VIN Code K) engine and built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
1998	Buick	Park Avenue	WU400001	WU401083
			W4600001	W4662727
1998	Buick	LeSabre	WH400001	WH549418
1998	Oldsmobile	Eighty-Eight	W4800001	W4867316
1998	Pontiac	Bonneville	W4200001	W4238888
			WH200003	WH229441
1999	Buick	Park Avenue	X4600002	X4661041
1999	Buick	LeSabre	XH400001	XH504988
1999	Oldsmobile	Eighty-Eight	X4800002	X4840953
1999	Pontiac	Bonneville	XH200006	XH254385
2000	Buick	Park Avenue	Y4100095	Y4297269
2000	Buick	LeSabre	Y4100001	Y4297272
			YU100001	YU357893
2000	Pontiac	Bonneville	Y4101040	Y4297270
2000	Chevrolet	Monte Carlo	Y9100297	Y9385464
2000	Chevrolet	Impala	Y9100001	Y9385472

**IMPORTANT:** Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry System) prior to beginning recall repairs. [Not all vehicles within the above breakpoints may be involved.]

Computer listings containing the complete Vehicle Identification Number, customer name and address data of involved vehicles have been prepared, and are being furnished to involved dealers. The customer name and address data will enable dealers to follow up with customers involved in this recall. Any dealer not receiving a computer listing has no involved vehicles currently assigned.

These dealer listings may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this listing to the follow-up necessary to complete this recall.

**PARTS INFORMATION****Parts Pre-Ship Information** – For US and Canada

**Important:** An initial supply of Fuel Pressure Regulator Kits required to complete this program will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin at the launch of the bulletin revision and will be approximately 20% of each dealer's involved vehicles. Pre-shipped parts will be charged to dealer's open parts account.

Additional parts, if required, are to be obtained from General Motors Service 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.

Part Number	Description	Quantity/Vehicle
89017530	Regulator Kit, Fuel Pressure	1

### SERVICE PROCEDURE

1. Refer to the appropriate service manual and replace the engine fuel pressure regulator.

**IMPORTANT:** The engine could have a BOSCH Manufactured fuel rail and fuel pressure regulator. This change could have happened when past service was performed on the vehicle. There should be a Manufacturer's label located on the backside of the fuel rail just below the fuel inlet connector. If the engine has a BOSCH Manufacturer's label, Dealers should claim 0.2 hours under labor operation V1117 - "Inspect engine fuel rail, no replacement required", plus the additional 0.1 hours Administrative Allowance, to close out the recall. If the fuel rail has a DELPHI Manufacturer's label, perform the repair as stated in this bulletin.

### CUSTOMER REIMBURSEMENT For US

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

A General Motors Product Recall Customer Reimbursement Procedure Form is included with the customer letter.

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

### CUSTOMER REIMBURSEMENT For Canada

Customer requests for reimbursement of previously paid repairs to replace the engine fuel pressure regulator, or replace the upper intake manifold and related repairs due to a ruptured manifold before July 1, 2004, are to be submitted by June 30, 2005.

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 1.6.2, for specific procedures regarding customer reimbursement verification.

### CLAIM INFORMATION

Submit a Product Recall Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NO.	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS	NET ITEM
Inspect engine fuel rail, no replacement required	N/A	N/A	N/A	MA-96	V1117	0.2*	N/A
Replace engine fuel pressure regulator	1	89017530	**	MA-96	V1082	0.3*	***
Customer Reimbursement (Canadian Dealers ONLY)	N/A	N/A	N/A	MA-96	V1083	0.2	****

- \* For Program Administrative Allowance, add 0.1 hours to the "Labor Hours".
- \*\* 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 IPC) for the fuel pressure regulator needed to complete the repair.
- \*\*\* The amount identified in the "Net Item" column should represent the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for miscellaneous shop supplies needed to perform the required repairs.
- \*\*\*\* 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.

### CUSTOMER NOTIFICATION – For US and Canada

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

### CUSTOMER NOTIFICATION – For IPC

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 attached sample letter.

**DEALER RECALL RESPONSIBILITY – For US and IPC (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 provided 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.



Month 2004

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**Reason For This Recall:** General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 1998-2000 Buick Park Avenue, LeSabre, Pontiac Bonneville; 1998-99 Oldsmobile Eighty-Eight; and 2000 Chevrolet Monte Carlo, Impala model vehicles equipped with a 3.8L V6 engine. These vehicles have a much higher than usual rate of fuel pressure regulator diaphragm leaks. A leak can allow fuel to enter the intake manifold through a vacuum line. In low battery conditions, if the engine does not start when cranked, the fuel from the leaking regulator and a mistimed spark can cause a backfire. The backfire can rupture the intake manifold, causing a loud bang. The rupture of the intake manifold can displace a fuel line, pulling an injector out of place, and causing a fuel leak. If there is an ignition source, a fire can result.

Slow engine cranking and difficulty starting the engine could indicate a low battery. Poor driveability or a check engine light could indicate a fuel pressure regulator leak. If you experience these conditions, have your dealer check and repair your vehicle.

If your vehicle does not start and you hear a loud bang, there could be a fuel leak. Do not try to start it again. Contact your dealer for assistance.

**What Will Be Done:** Your <Division> dealer will replace the engine fuel pressure regulator. This service will be performed for you at no charge.

**How Long Will The Repair Take?** This service correction will take approximately 30 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**Contacting Your Dealer:** To limit any possible inconvenience, we recommend that you contact your <Division> dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. 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	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
Oldsmobile	1-800-630-6537	1-800-833-6537
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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 1-888-327-4236.

**Customer Reply Form:** The enclosed customer reply form identifies your vehicle. Presentation of this form 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 form and mailing it back to us.

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

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.

General Motors Corporation

Enclosure  
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