

June 24, 2004

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

04V-301
(16 pages)

Dear Mr. Weinstein:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors of a safety defect involving certain 2004 Chevrolet Classic and Pontiac Grand Am model vehicles.

573.6(c)(1): Chevrolet and Pontiac Division of General Motors Corporation

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 Chevrolet Classic and Pontiac Grand Am vehicles. Some of these vehicles may have the inlet check valve housing welded to a fuel tank with an undersize wall-material thickness. Normal assembly handling of the fuel tank and normal vehicle operation loads due to fuel movement within the tank, road vibration inputs, fuel tank flex due to temperature cycling, and diagnostic pressure cycling could result in separation of a portion or the entire weld joint. If the weld joint separates, a potential leak path for vapors or liquid fuel may exist. The Service Engine Soon Light may activate and the vehicle operator may detect fuel odor. If separation of the weld joint occurs with the fuel level above the weld joint, liquid fuel can leak from the opening onto the side of the tank and onto the ground. If a sufficient amount of fuel were to leak out and if an ignition source were present, a vehicle fire could occur.

573.6(c)(6): On June 16, 2004, a fleet customer reported that 1 vehicle in Boston and 3 vehicles in Philadelphia had fuel tank leaks. GM and the supplier inspected the Philadelphia vehicles on June 18, 2004.

Investigation by the fuel tank assembly supplier, ABC Fuel Systems Incorporated, found that during the fuel tank manufacturing process, the water-cooling jacket cracked on a plastics extrusion-machine feed-throat. After shutting down the equipment and analyzing the condition, ABC shut off the cooling water and then ran the extrusion-machine. The air-cooling process did not allow the fuel tanks to be processed properly and resulted in the fuel tank wall-thickness in the affected area to be less than the 3.0 mm specification. Normal thickness in that area is 5.0 mm. ABC determined that the weld joint provided a hermetic seal that allowed the fuel tanks to pass its fuel tank pressure test.

The investigation identified 768 fuel tanks were produced between 11:00 AM on May 24, 2004 and 3:00 PM on May 25, 2004 using the air-cooled manufacturing process.

Based on ABC's production tracking and Lansing Assembly Center's known fuel tank stock, these fuel tanks were installed into some of the vehicles built from May 25, 2004 to June 1, 2004.

On June 16, 2004, the condition was reported to the FPE Director. The GMNA Senior Management Committee reviewed the issue and on June 23, 2004 the Field Action Decision Committee decided to conduct a safety recall.

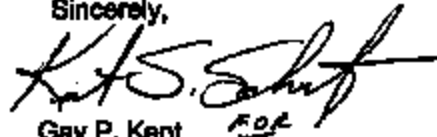


573.6(c)(8): This information is included in the service procedure of the attached dealer bulletin.

Pursuant to 577.11(e), GM does not believe notification about reimbursement is required for this recall. The involved vehicles are current models and are covered by the new vehicle warranty.

573.6(c)(9): Attached is the final copy of the dealer bulletin and owner letter. General Motors notified dealers on June 23, 2004 and asked them to call owners and arrange a service date. Owner letters will also be mailed to owners on July 2, 2004.

Sincerely,

A handwritten signature in black ink, appearing to read "K. P. Kent". The signature is stylized and written over the printed name.

Gay P. Kent
Director

Product Investigations

2158 - 04058
Attachments

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</u> <u>(FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Chevrolet	N	2004	1,035	05/2004	06/2004	Classic	25%
Pontiac	N	2004	1,822	05/2004	06/2004	Grand AM	25%
		GM Total:	2,857				

2158/04068



Recall Bulletin

File In Section: Product Recalls
Bulletin No.: 04068
Date: June 2004



PRODUCT SAFETY RECALL

SUBJECT: FUEL TANK WELD

**MODELS: 2004 CHEVROLET CLASSIC
2004 PONTIAC GRAND AM**

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 Chevrolet Classic and Pontiac Grand Am vehicles. Some of these vehicles may have been built with a fuel tank that does not meet specification. A weld on these fuel tanks may be insufficient, resulting in a fuel leak. If this were to occur, the operator may notice a strong fuel smell and may notice some dampness on the ground. If a sufficient amount of fuel were to leak out and if an ignition source were present, a vehicle fire could occur.

CORRECTION

Dealers are to inspect the fuel tank, and replace it, if necessary.

VEHICLES INVOLVED

Involved are certain 2004 model year Chevrolet Classic and Pontiac Grand Am vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2004	Chevrolet	Classic	4M692754	4M709884
2004	Pontiac	Grand Am	4C251085	4C259886
			4M684778	4M709601

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.]

For US: For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared and will be loaded to the GM DealerWorld, Recall Information website. Dealers that have no involved vehicles currently assigned, will not have a report available in GM DealerWorld.

For Canada: For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been

prepared, and is being furnished to involved dealers. Dealers that have no involved vehicles currently assigned, will not receive a report with the recall bulletin.

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

PARTS INFORMATION

Parts required to complete this recall 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.

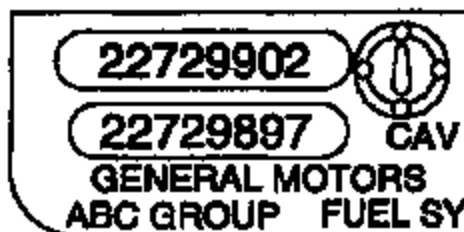
Part Number	Description	Quantity/Vehicle
22729902	Tank, Fuel	1 (If Req'd)
25712454	Seal, Fuel Sdr	1 (If Req'd)

SERVICE PROCEDURE

The following procedure provides instructions for inspection, and if necessary, the replacement of the fuel tank.

INSPECTION

1. Raise the vehicle on a suitable hoist and support as necessary.



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2. Inspect the bottom side of the fuel tank to determine if the tank requires replacement.
 - o If the fuel tank has the name "ABC GROUP" as shown above, then proceed to the next step and continue the inspection.
 - o If the fuel tank does NOT have the name "ABC GROUP", then the fuel tank does NOT need to be replaced and no further action is required.
3. Lower the vehicle.
4. Open the hood.
5. Remove the cover from the underhood electrical center and remove the fuel pump relay.
6. Start the engine on the remaining fuel system pressure and allow it to run until stall.

7. Turn the ignition switch to the OFF position.

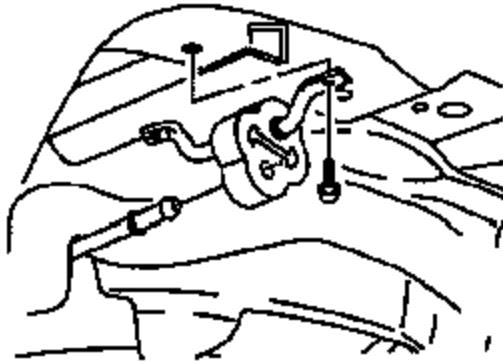
Caution

Place a dry chemical (Class B) fire extinguisher nearby before performing any on-vehicle service procedures. Failure to follow these instructions may result in personal injury.

Caution

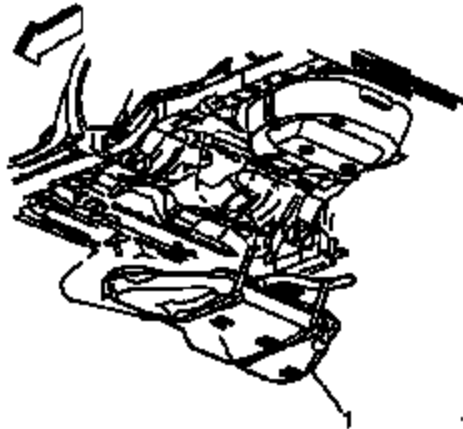
Do not drain the fuel into an open container. Never store the fuel in an open container due to the possibility of a fire or an explosion.

8. Remove the fuel filler cap.
9. Use a hand or air operated pump device in order to drain as much fuel as possible through the filler neck. Remove the fuel.
10. Raise the vehicle.



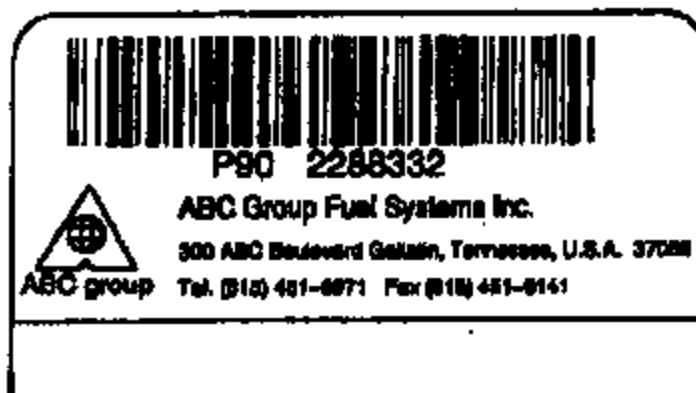
182079

11. Remove the bolt attaching the intermediate exhaust pipe bracket to the underbody.
12. Disconnect the rubber exhaust insulators (hangers) from the rear of the exhaust system and allow the system to rest on the rear axle.
13. Remove the four screws and one push-in retainer and remove the exhaust heat shield for the intermediate pipe.
14. Disconnect the electrical connector for the fuel tank sender.
15. Release the wiring harness from the retainer on the right fuel tank strap.
16. Loosen the clamp for the fuel fill hose and separate the hose from the fuel fill pipe. If necessary, the fuel fill hose connection to the fuel tank will be disconnected later in this procedure.
17. Disconnect the fuel feed quick-connect fitting from the fuel filter.
18. Disconnect the fuel return quick-connect fitting.
19. Disconnect the evaporative emission (EVAP) quick-connect fitting at the EVAP canister.
20. Support the fuel tank with a suitable jack.



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21. Remove the bolts that attach the fuel tank straps to the underbody.
22. Unhook the other end of the fuel tank straps from the underbody.
23. With the aid of an assistant, lower and remove the fuel tank assembly.



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24. Inspect the label as shown above, located on the top of the fuel tank.
 - o If the bar code number on the label matches one of those listed at the end of this service procedure, then the fuel tank must be replaced. Proceed to the FUEL TANK REPLACEMENT procedure.
 - o If the bar code number on the label does NOT match any of those listed at the end of this service procedure, then the fuel tank does NOT need to be replaced. Proceed to Step 13 in the FUEL TANK REPLACEMENT procedure to reinstall the tank.

Fuel Tank Replacement

Tools Required

- J-39765 Fuel Sender Lock Nut Wrench

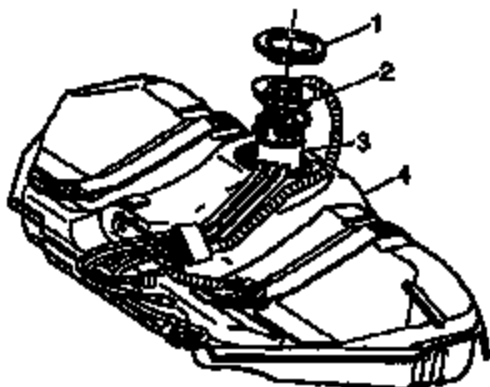
Important

Before removing the fuel fill hose from the fuel tank, note the orientation of the hose so that it can be installed on the new fuel tank in the same position.

1. Loosen the clamp attaching the fuel fill hose and remove the hose from the fuel tank.
2. Disconnect the EVAP hose from the valve on the fuel tank.
3. Disconnect the electrical connectors from the fuel sender.

Important

- o The modular fuel sender may spring up.
- o When removing the modular fuel sender assembly from the fuel tank, be aware that the reservoir bucket is full of fuel. The reservoir must be tipped slightly during removal to avoid damage to the float.
- o Carefully discard the reservoir fuel into an approved container.



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4. Using J 39765, Fuel Sender Lock Nut Wrench, press down and rotate the retaining ring (1) to release the sender from the tank.
5. Carefully remove the fuel sender assembly (complete with all fuel lines) from the fuel tank and remove the fuel line strap from the fuel tank inlet.
6. Position the fuel line strap around the fuel inlet on the NEW fuel tank.
7. Using a new O-ring seal, install the fuel sender in the fuel tank.
8. Slowly apply pressure to the top of the spring loaded sender until the sender aligns flush with the retainer on the tank.

Important

Be sure that the retaining ring is fully seated within the tab slots in the next step.

9. Using J 39765, rotate the retaining ring to engage and fully seat the ring within the tab slots.

10. Connect the electrical connectors to the fuel sender.
11. Connect the EVAP hose to the valve on the fuel tank.
12. Install the fuel fill hose and clamp on the fuel tank in the same orientation that was noted before removal from the old tank. **Tighten**

Tighten to 3 N·m (27 lb in).

13. With the aid of an assistant, raise and position the fuel tank assembly to the vehicle.
14. Hook the fuel tank straps to the underbody.
15. Install the bolts in the fuel tank straps. **Tighten**

Tighten bolts to 35 N·m (26 lb ft).

16. Connect the EVAP hose to the canister.
17. Connect the fuel feed and return line quick-connect fittings.
18. Install the fuel fill hose and clamp to the fill pipe. **Tighten**

Tighten to 3 N·m (27 lb in).

19. Connect the wiring harness to the retainer on the fuel strap.
20. Connect the electrical connector to the fuel sender.
21. Position the exhaust shield to the underbody and install the screws and push-in fastener. **Tighten**

Tighten the screws to 2 N·m (18 lb in).

22. Raise the exhaust system and connect the rubber insulators.
23. Position the intermediate exhaust bracket to the underbody and install the bolt. **Tighten**

Tighten to 20 N·m (15 lb ft).

24. Lower the vehicle.
25. Fill the fuel tank and install the filler cap.
26. Install the fuel pump relay and install the cover on the electrical center.
27. Close the hood.
28. Inspect for leaks using the following procedure.

- o Turn the ignition switch to ON with the engine OFF for 2 seconds.
 - o Turn the ignition switch to OFF for 10 seconds.
 - o Turn the ignition switch to ON with the engine OFF.
 - o Inspect for leaks.
- =====

FUEL TANK BAR CODES

P90 2540882	P90 2541658	P90 2541737	P90 2541806	P90 2541856	P90 2541923
P90 2540884	P90 2541657	P90 2541738	P90 2541807	P90 2541859	P90 2541924
P90 2540886	P90 2541662	P90 2541739	P90 2541807	P90 2541861	P90 2541926
P90 2540888	P90 2541663	P90 2541740	P90 2541808	P90 2541862	P90 2541928
P90 2540890	P90 2541664	P90 2541742	P90 2541809	P90 2541864	P90 2541929
P90 2540892	P90 2541665	P90 2541743	P90 2541810	P90 2541865	P90 2541931
P90 2540904	P90 2541667	P90 2541744	P90 2541810	P90 2541867	P90 2541932
P90 2540906	P90 2541668	P90 2541745	P90 2541811	P90 2541868	P90 2541935
P90 2540908	P90 2541669	P90 2541746	P90 2541812	P90 2541870	P90 2541936
P90 2540910	P90 2541670	P90 2541747	P90 2541812	P90 2541871	P90 2541938
P90 2540912	P90 2541671	P90 2541748	P90 2541814	P90 2541874	P90 2541939
P90 2541202	P90 2541672	P90 2541749	P90 2541815	P90 2541875	P90 2541942
P90 2541203	P90 2541675	P90 2541750	P90 2541816	P90 2541876	P90 2541943
P90 2541582	P90 2541677	P90 2541751	P90 2541817	P90 2541877	P90 2541944
P90 2541580	P90 2541679	P90 2541755	P90 2541819	P90 2541878	P90 2541948
P90 2541591	P90 2541681	P90 2541757	P90 2541821	P90 2541879	P90 2541949
P90 2541593	P90 2541683	P90 2541758	P90 2541822	P90 2541880	P90 2541951
P90 2541594	P90 2541684	P90 2541762	P90 2541824	P90 2541882	P90 2541952
P90 2541596	P90 2541688	P90 2541763	P90 2541824	P90 2541887	P90 2541953
P90 2541598	P90 2541689	P90 2541765	P90 2541825	P90 2541888	P90 2541954
P90 2541803	P90 2541689	P90 2541768	P90 2541826	P90 2541888	P90 2541955
P90 2541804	P90 2541693	P90 2541771	P90 2541827	P90 2541890	P90 2541956
P90 2541805	P90 2541697	P90 2541772	P90 2541828	P90 2541891	P90 2541957
P90 2541806	P90 2541698	P90 2541773	P90 2541829	P90 2541892	P90 2541959
P90 2541813	P90 2541700	P90 2541774	P90 2541830	P90 2541893	P90 2541960
P90 2541816	P90 2541701	P90 2541775	P90 2541831	P90 2541894	P90 2541961
P90 2541817	P90 2541702	P90 2541778	P90 2541833	P90 2541895	P90 2541962
P90 2541820	P90 2541706	P90 2541777	P90 2541834	P90 2541898	P90 2541964
P90 2541822	P90 2541707	P90 2541779	P90 2541835	P90 2541899	P90 2541966
P90 2541823	P90 2541713	P90 2541780	P90 2541837	P90 2541900	P90 2541968
P90 2541825	P90 2541714	P90 2541782	P90 2541838	P90 2541901	P90 2541977
P90 2541826	P90 2541717	P90 2541785	P90 2541839	P90 2541902	P90 2541978
P90 2541827	P90 2541719	P90 2541788	P90 2541840	P90 2541903	P90 2541979
P90 2541828	P90 2541720	P90 2541788	P90 2541841	P90 2541904	P90 2541980
P90 2541830	P90 2541721	P90 2541789	P90 2541842	P90 2541905	P90 2541981
P90 2541831	P90 2541723	P90 2541790	P90 2541844	P90 2541906	P90 2541982
P90 2541832	P90 2541724	P90 2541791	P90 2541845	P90 2541907	P90 2541983
P90 2541835	P90 2541725	P90 2541792	P90 2541846	P90 2541911	P90 2541984
P90 2541838	P90 2541728	P90 2541793	P90 2541847	P90 2541912	P90 2541985
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P90 2541842	P90 2541731	P90 2541795	P90 2541849	P90 2541914	P90 2541990
P90 2541844	P90 2541732	P90 2541796	P90 2541860	P90 2541915	P90 2541991
P90 2541846	P90 2541733	P90 2541797	P90 2541851	P90 2541916	P90 2541992
P90 2541848	P90 2541734	P90 2541799	P90 2541852	P90 2541917	P90 2541994
P90 2541850	P90 2541735	P90 2541802	P90 2541853	P90 2541918	P90 2541995
P90 2541854	P90 2541736	P90 2541803	P90 2541854	P90 2541920	P90 2541997
P90 2541855	P90 2541736	P90 2541804	P90 2541855	P90 2541922	P90 2541998

P90 2542326	P90 2542364	P90 2542401	P90 2542444	P90 2542483	P90 2542582
P90 2542328	P90 2542366	P90 2542403	P90 2542445	P90 2542486	P90 2542583
P90 2542328	P90 2542367	P90 2542404	P90 2542446	P90 2542487	P90 2542584
P90 2542329	P90 2542368	P90 2542406	P90 2542447	P90 2542488	P90 2542585
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P90 2542332	P90 2542371	P90 2542410	P90 2542451	P90 2542491	P90 2542589
P90 2542333	P90 2542372	P90 2542411	P90 2542452	P90 2542492	P90 2542591
P90 2542334	P90 2542373	P90 2542412	P90 2542453	P90 2542496	P90 2542592
P90 2542336	P90 2542374	P90 2542413	P90 2542454	P90 2542503	P90 2542593
P90 2542336	P90 2542375	P90 2542414	P90 2542456	P90 2542506	P90 2542594
P90 2542337	P90 2542376	P90 2542415	P90 2542456	P90 2542508	P90 2542596
P90 2542338	P90 2542377	P90 2542416	P90 2542457	P90 2542543	P90 2542596
P90 2542340	P90 2542378	P90 2542417	P90 2542459	P90 2542546	P90 2542597
P90 2542341	P90 2542379	P90 2542418	P90 2542480	P90 2542547	P90 2542598
P90 2542342	P90 2542380	P90 2542419	P90 2542481	P90 2542548	P90 2542599
P90 2542343	P90 2542381	P90 2542420	P90 2542482	P90 2542549	P90 2542600
P90 2542344	P90 2542383	P90 2542421	P90 2542483	P90 2542553	P90 2542601
P90 2542345	P90 2542384	P90 2542423	P90 2542484	P90 2542554	P90 2542602
P90 2542346	P90 2542385	P90 2542424	P90 2542485	P90 2542556	P90 2542603
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P90 2542353	P90 2542392	P90 2542433	P90 2542472	P90 2542672	P90 2542623
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P90 2542360	P90 2542398	P90 2542440	P90 2542480	P90 2542679	
P90 2542361	P90 2542399	P90 2542441	P90 2542481	P90 2542580	
P90 2542362	P90 2542400	P90 2542442	P90 2542482	P90 2542581	

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
Inspect Fuel Tank – No Further Action Required	N/A	N/A	N/A	MA-96	V1198	0.2*
Add: Check Bar Code – No Further Action Required						1.1
Inspect & Replace Fuel Tank	2	—	**	MA-96	V1199	1.3*
Courtesy Transportation	N/A	N/A	N/A	MA-96	***	N/A

- * For Recall 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 tank and seal needed to complete the repair.
- *** Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

CUSTOMER NOTIFICATION – For US and CANADA

Dealers are requested to contact customers via telephone. General Motors will also notify the customer of this recall by first class mail (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For IPC

Dealers are requested to contact customers via telephone. 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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer/retailer for information on whether your vehicle may benefit from the information.



We Support
Voluntary
Technician
Certification

June 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.

Important: You may have already been contacted regarding this recall by your GM dealer, but this letter is to inform you to contact your GM dealer immediately if your vehicle has not been serviced for the recall described in this letter.

Reason For This Recall: General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 Chevrolet Classic and Pontiac Grand Am vehicles. Some of these vehicles may have been built with a fuel tank that does not meet specification. A weld on these fuel tanks may be insufficient, resulting in a fuel leak. If this were to occur, the operator may notice a strong fuel smell and may notice some dampness on the ground. If a sufficient amount of fuel were to leak out and if an ignition source were present, a vehicle fire could occur.

What Will Be Done: To prevent the possibility of this condition occurring, your GM dealer will inspect the fuel tank, and replace it, if necessary. This service will be performed for you at no charge.

How Long Will The Repair Take? This inspection and correction, if necessary, will take approximately 15 minutes to 1 hour and 20 minutes, depending on the results of the inspection. 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 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. The hours of operation are 8:00 AM – 11:00PM, EST, Monday through Friday.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
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.

Courtesy Transportation: If your vehicle is within the New Vehicle Limited Warranty 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.

General Motors Corporation

Enclosure
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