

**GM SERVICE AND PARTS OPERATIONS
DCS1218
URGENT - DISTRIBUTE IMMEDIATELY**

Date: July 1, 2004

Subject: Upcoming Safety Recall
04065 – Front Frame Assembly

Models: 2004 Pontiac Grand Prix

To: All Pontiac Dealers

Attention: Dealer Operator, General Manager, Sales Manager,
Used Car Manager, Service Manager, Parts Manager
and Warranty Administrator

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 2004 model year Pontiac Grand Prix vehicles.

Some of these vehicles may have cracks in the structural walls of the front frame assembly – right rear body mount bracket. Loads on the bracket during vehicle use could cause failure of the right bracket, and both rear body mounts could eventually detach from the frame structure. If this occurred, the rear of the frame would drop further, possibly causing the steering intermediate shaft to become detached from the rack and pinion steering assembly, resulting in a total loss of steering control.

To correct this condition, dealers will inspect the front frame assemblies for specific manufacturing data stamps on 315 suspect vehicles. They will replace the engine cradle assemblies in 51 vehicles that may have cracked brackets. These repairs will be performed at no cost to the customers.

GM is working with its suppliers to obtain the parts needed to correct this condition as quickly as possible. Based on the anticipated schedule, we plan to begin notifying customers about this recall during the third quarter of 2004. **GMVIS information will not be available until the recall is formally announced.**

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

Q1: What is the condition that prompted a recall?

A1: Some (51 of 315) 2004 model year Pontiac Grand Prix vehicles may have cracks in the structural walls of the front frame assembly – right rear body mount.

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

A2: Loads on the bracket during vehicle use could cause failure of the right bracket and both rear body mounts could eventually detach from the frame structure.

Q3: Is there reason for being concerned about this condition?

A3: If this occurred, the rear of the frame would drop further, possibly causing the steering intermediate shaft to become detached from the rack and pinion steering assembly, resulting in a total loss of steering control.

Q4: How would a customer realize the condition exists?

A4: The customer may notice audible creaking, groaning, or clicking noises.

Q5: Would the driver notice any affect on steering as the crack propagates?

A5: A cracked right rear body-mount would initially perform as intended. However, loads on the bracket during vehicle use could cause failure of the right bracket and both rear body mounts could eventually detach from the frame structure. If this occurred, the rear of the frame would drop further, possibly causing the steering intermediate shaft to become detached from the rack and pinion steering assembly, resulting in a total loss of steering control.

Q6: How was the condition discovered?

A6: A supplier discovered the condition during inspection of the engine frame rear body mounts.

Q7: What will GM do to correct this condition on the subject vehicles?

A7: Dealers will inspect the front frame assemblies for specific manufacturing date stamps on 315 suspect vehicles. They will replace the engine cradle assemblies in 51 vehicles that may have cracked brackets. These repairs will be performed at no cost to the customers.

Q8: Where were these vehicles built?

A8: The vehicles involved in this recall were built at the General Motors assembly plant in Oshawa, Ontario.

Q9: Why are there cracks in the structural walls of the front frame assembly – right rear body mount?

A9: The aluminum billets that were extruded into rear body mounts may have contained cracks, which caused an error during the casting process.

Q10: Why are you sure there are only 51 vehicles with the rear body mounts that may have cracks?

A10: GM and its supplier were able to identify from records when the brackets were made, shipped, and installed in engine frame assemblies and when the engine frame assemblies were installed in vehicles.

Q11: Have there been any reports of crashes or injuries related to this condition?

A11: There are no documented reports of crashes or injuries related to this condition.

Q12: Are parts at the dealers, and can customers bring in their vehicles for repair right away?

A12: No. The recall will begin during the third quarter of 2004.

Q13: Is the vehicle safe to drive?

A13: The 2004 model year Pontiac Grand Prix vehicles involved in this recall meet all federal safety standards.

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

END OF MESSAGE

GM SERVICE AND PARTS OPERATIONS