

Dealer TO: ALL GMC AND OLDSMOBILE DEALERS

Salutation:

ATTENTION: SERVICE MANAGER, PARTS MANAGER AND WARRANTY ADMINISTRATOR

GM SERVICE AND PARTS OPERATIONS

DCS1201

URGENT DISTRIBUTE IMMEDIATELY

Date: June 11, 2004

Subject: Upcoming Safety Recall

04048 / Electronically Controlled Air Suspension/Powertrain Control Module

Models: 2002 Oldsmobile Bravada and GMC Envoy

To: All GMC and Oldsmobile Dealers

Attention: 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 2002 Oldsmobile Bravada and GMC Envoy vehicles.

On some MY 2002 Oldsmobile Bravada and GMC Envoy midsize sport utility vehicles equipped with Electronically Controlled Air Suspension System (ECAS) can produce an electrical transient spike at any vehicle operating condition that can disrupt the Powertrain Control Module (PCM). The PCM disruption may cause the potential for stalling in these vehicles.

To correct this condition, dealers will add a jumper harness containing a 10uH inductor between the chassis wiring harness and the ECAS module. These repairs will be performed at no cost to the customers.

There are approximately 33,000 vehicles involved. 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 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 safety recall?

A1: Some MY 2002 Oldsmobile Bravada and GMC Envoy midsize sport utility vehicles equipped with Electronically Controlled Air Suspension System (ECAS) can produce an electrical transient spike at any vehicle operating condition that can disrupt the Powertrain Control Module (PCM).

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

A2: The PCM disruption may cause the potential for stalling in these vehicles.

Q3: Are there any other consequences as a result of this condition?

A3: If the spike damages the PCM, the vehicle may not crank when trying to restart. The spike can cause a diagnostic code to be set and the "Service Engine Soon" lamp to illuminate.

Q4: What causes the transient spike?

A4: The condition occurs when the 4,000 pulses per minute (4K PPM) and ECAS battery circuits have a certain orientation in the wiring harness bundle.

Q5: How would a vehicle owner realize the condition exists?

A5: The spike can cause a diagnostic code to be set and the "Service Engine Soon" lamp to illuminate.

Q6: Have there been any reports from the field of crashes or injuries related to this condition?

A6: There has been one report of a crash with a minor injury related to this condition.

Q7: How was the condition discovered?

A7: The supplier analyzed warranty returns.

Q8: Why does this only affect the 2002 model year vehicles?

A8: A revised chassis wiring harness with a 10uH inductor in the ECAS battery circuit was implemented in vehicle production on 10/31/01. The series inductor reduces the magnitude of inductive coupling in the 4K PPM circuit and reduces the transient experienced by the PCM. A revised PCM was implemented in December 2001.

Q9: Does this mean that not all of the vehicles in the population will be affected by the condition?

A9: Because the orientation is affected by vehicle and wiring harness build variation; some vehicles in the population will not experience the condition. Also, transients related to the condition may decrease in severity as the vehicles increase in age, reducing the likelihood of transient damage with time.

Q10: What will GM do to correct this condition on the subject vehicles?

A10: Dealers will add a jumper harness containing a 10uH inductor between the chassis wiring harness and the ECAS module.

These repairs will be performed at no cost to the customers.

Q11: Are parts at the dealers, and can customers bring in their vehicles for repair right away?

A11: No. Due to the large number of vehicles involved in this recall, the jumper harnesses will not be available immediately.

Q12: Why are you waiting until the third quarter 2004 to conduct this recall?

A 12: Large quantities of replacement jumper harnesses will not be available until then.

Q13: What if the customers experience a stall condition before they get the recall letter?

A13: If a customer experiences a stall condition, the customer should contact their dealer to arrange for repair as soon as possible. If the dealer determines that the PCM has been spiked by the ECAS system, a limited supply of Jumper harnesses is available through GMSPO. This service should be performed at no cost to the customer using labor operation J6360 until the recall is officially announced during the third quarter of 2004. For vehicles that are beyond warranty coverage, dealer empowerment guidelines for goodwill adjustments should be applied.

Q14: Are the vehicles involved in this recall safe to drive?

A14: These GM vehicles met all federal safety standards. If customers are experiencing no difficulties with their vehicles, they can continue operating them. Customers should bring their vehicles to the dealers as soon as they receive their notification letters.

Please contact the GM Dealer Business Center at 1-888-414-8322

(Prompt #3) if you have questions about this message.

END OF MESSAGE

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