

Dealer TO: ALL CHEVROLET AND PONTIAC DEALERS

Salutation:

ATTENTION: SERVICE MANAGER, PARTS MANAGER AND WARRANTY ADMINISTRATOR

GM SERVICE AND PARTS OPERATIONS

DCS1220

URGENT - DISTRIBUTE IMMEDIATELY

Date: July 1, 2004

**Subject: 04058 / Product Safety Recall
Fuel Tank Weld**

**Models: 2004 Chevrolet Classic
2004 Pontiac Grand Am**

To: All Chevrolet and Pontiac Dealers

Attention: Service Manager, Parts Manager and Warranty Administrator

General Motors recently announced Product Safety Recall 04058. This field action involves certain 2004 model year 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.

To correct this condition, dealers are to inspect the fuel tank, and replace it, if necessary. These repairs will be performed at no cost to the customer.

There are approximately 3,000 vehicles involved. Telephone calls to retail customers and rental fleets were initiated on June 23, 2004. Customer notification letters are scheduled to be mailed on July 2, 2004. Involved vehicle information is currently available in GMVIS.

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 (768 of 3,023) 2004 model year Chevrolet Classic and Pontiac Grand Am vehicles may have fuel tanks with wall thickness less than specification.

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

A2: When the Inlet Check Valve (ICV) is welded to the thin wall of the fuel tank, it can result in an improper structural attachment. Handling during the assembly process and normal vehicle operation may cause the ICV to crack and allow fuel vapors or possibly liquid fuel to leak from the tank.

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

A3: If an Ignition source is present and a leakage occurs, a fire could result.

Q4: How would a customer realize the condition exists?

A4: The customer may notice fuel on the ground or a gasoline odor.

Q5: What is the Chevrolet Classic?

A5: The Chevrolet Classic is a midsize car built specifically for rental fleet companies. It has a 2.2L, 4-cylinder engine and seating for five.

Q6: Are all of the vehicles involved in this recall in customers' hands?

A6: The Chevrolet Classics are only sold to rental fleets. The majority of the vehicles in this recall (approx. 2,700) are Classics. The remaining 336 are Pontiac Grand Ams; however, only 18 were sold to customers.

Q7: How was this condition discovered?

A7: One of GM's rental fleet customers alerted GM of the condition. After conducting an analysis, GM voluntarily initiated a product recall.

Q8: How many incidents of the condition have been reported?

A8: One of GM's rental fleet customers reported about 20 incidents of fuel leakage related to this condition in these vehicles.

Q9: Have there been any reports of fires, crashes, or injuries related to this condition?

A9: There have been no reports of fire, claims of property damage, crashes, or injuries related to fuel leakage.

Q10: Where were these vehicles built?

A10: The vehicles involved in this recall were built at the General Motors assembly plant in Lansing, Michigan.

Q11: What was the cause of the condition?

A11: During the manufacturing process, a problem with an extrusion machine resulted in tank wall thickness less than specification.

Q12: Why wasn't this condition discovered in testing?

A12: All parts passed the pressure test but do not have sufficient structural integrity.

Q13: What will GM do to correct this condition on the subject vehicles?

A13: Dealers will inspect the vehicles for the out-of-spec fuel tanks and, when found, replace them. These repairs will be performed at no cost to the customers.

Q14: When will GM begin contacting customers?

A14: Telephone calls to retail customers and rental fleets were initiated on June 23, 2004. Owner notification letters are scheduled to be mailed on July 2, 2004.

Q15: Are parts at the dealers, and can customers bring in their vehicles for repair right away?

A15: There should be tanks available by the time customers arrange for service.

Q16: Is it safe to drive these vehicles?

A16: Customers can drive their vehicles to the dealership for service unless they observe a fuel leak.

Q17: What if parts are not at the dealers? Can customers bring in their vehicles for repair?

A17: Customers will be encouraged to drive their vehicles to the dealers for repair. If the dealer cannot repair the vehicle that day, the dealer will provide a loaner vehicle to the customer until the repair is completed.

Please contact the GM Dealer Business Center at 1-888-414-6322

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

END OF MESSAGE

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