

GM SERVICE AND PARTS OPERATIONS
DCS1246
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 24, 2004

Subject: Upcoming Safety Recall
04069 / Rear Safety Belt Twisted

Models: 2004 Chevrolet Aveo

To: All Chevrolet 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 recently reported that General Motors will be announcing a safety recall involving certain 2004 model year Chevrolet Aveo vehicles.

The rear outboard shoulder safety belts on these vehicles can contact the seatback folding release knob during safety belt use and the belt can become twisted. If the belt is fully extended and then released when it is twisted, the safety belt retractor may lock in position so that the belt cannot be used. If you are in a crash and you are not wearing a safety belt, your injuries can be much worse.

To correct this condition, dealers are to install a safety belt webbing guide to prevent the belt from twisting. These repairs will be performed at no cost to the customers.

There are approximately 36,000 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 October 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: In some 2004 Chevrolet Aveo vehicles, the rear outboard safety belts can contact the seatback folding release knob during safety belt use and can twist the safety belt webbing.

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

A2: The twisted webbing may not fully retract into the safety belt retractor, and the belt may lock in a partially retracted position so that it cannot be used.

Q3: Is there a reason why we should be concerned about this condition?

A3: It may make the safety belt unusable.

A4: Is the safety belt system a belt-to-pillar or belt-to-seat configuration.

A4: The safety belt system in the Aveo is a belt-to-seat configuration.

A5: What is the seat-back folding release knob?

A5: The release knob is located on the top of the rear seatback. The release knob allows the occupants to fold the rear seats to increase cargo space.

Q6: How does this condition impact the capability of the belts to secure child safety seats?

A6: The safety belt may not properly secure the child seat.

Q7: How was this condition discovered?

A7: Reports from dealers and customers.

Q8: Have there been any reports of crashes or injuries related to this condition?

A8: There have been no reports of crashes or injuries related to this condition.

Q9: What is the cause of the condition?

A9: Contact between the retracting safety belt and the inboard side of the seat-back folding release knob can twist the belt.

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

A10: Dealers will attach a safety belt webbing guide on the rear seat back. 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. Replacement parts will not be available until October 2004.

Q12: Are the vehicles involved in this recall safe to drive?

A12: All the vehicles involved in this recall are safe to drive. The condition does not impact the safe operation of the vehicle.

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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