

GM SERVICE AND PARTS OPERATIONS  
DCS1320  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 22, 2004

Subject: Upcoming Product Safety Recall  
04110 / Power Sliding Door Handle

Model: 1997-2005 Chevrolet Venture  
1997-1999 Pontiac Trans Sport/Montana  
2000-2005 Pontiac Montana  
1997-2004 Oldsmobile Silhouette

To: All Chevrolet, Pontiac and Oldsmobile 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 product safety recall involving certain 1997-2005 Chevrolet Venture, 1997-1999 Pontiac Trans Sport/Montana, 2000-2005 Pontiac Montana and 1997-2004 Oldsmobile Silhouette model vehicles equipped with the passenger-side power sliding door option (RPO E58) and 2nd row captain's chairs or bucket seats. This includes both the regular and extended wheel base versions of these vehicles.

If a passenger uses the interior handle to open the power sliding door and holds onto the handle while it is being opened by the motor, the passenger's arm may be pushed into the seat back or armrest and a wrist or lower arm injury may result.

To correct this condition, dealers will replace the power sliding door interior handle on the passenger-side. If the vehicle is equipped with a power or manual sliding door on the driver-side, the interior handle will also be replaced for appearance reasons. These repairs will be made at no charge to the customer.

Approximately 850,000 vehicles are 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 notify the first group of customers about this recall during March 2005. Then subsequently, as parts availability improves, we will notify other groups until all customers are notified. As these phased notifications take place, dealers will be notified via GM Administrative Message. GMVIS information for this recall will not be available until the recall is formally announced during March 2005.

END OF MESSAGE  
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