

July 2004

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**Reason For This Recall:** General Motors has decided that certain 2004 model year Chevrolet Venture and Pontiac Montana vehicles equipped with a built-in child seat (AN2) fail to conform to Federal Motor Vehicle Safety Standard 213, Child Restraint Systems. The child restraint warning labels on these vehicles do not contain the format and text required by the Safety Standard.

**What Will Be Done:** A redesigned child restraint warning label is to be installed over the incorrect label. Since this label can easily be installed, and to reduce your inconvenience, the redesigned label and application instructions are included with this letter. If you desire, however, you may take the labels to your GM dealer for installation. This service will be performed for you at no charge.

**How Long Will The Repair Take?** This label installation will take approximately 15 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**Contacting Your Dealer:** If you would like your GM dealer to install the labels, and to limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this installation. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the listed number below. The Customer Assistance Centers hours of operation are from 8:00 AM – 11:00 PM, EST, Monday through Friday.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If, after contacting the appropriate Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

**Customer Reply Form:** The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

**Recall Information Online:** More information about this recall (including answers to frequently asked questions) is available online at the Owner Center at My GMLink. This free online service offers vehicle and ownership related information and tools tailored to your

specific vehicle. To join, visit [www.mygmilink.com](http://www.mygmilink.com), and enter your vehicle's 17-digit vehicle identification number (VIN) shown on the enclosed form to get the most personalized information for your vehicle.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

General Motors Corporation

Enclosure  
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