

September 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.

**Reason For This Recall:** General Motors has decided that certain 2003 model year Chevrolet Express and GMC Savana vehicles, and 2003 and 2004 model year Chevrolet Silverado and GMC Sierra vehicles converted to compressed natural gas, fail to conform to Federal Motor Vehicle Safety Standard 225, Child Restraint Anchorage System. The Standard requires child seat lower anchorages in two seating positions for vehicles with three rear seating positions, and requires front passenger seat child seat lower anchorages in vehicles that are equipped with an air bag off switch. Some of these vehicles were built with three rear seating positions but with only one seat equipped with child restraint lower anchorages, or have an air bag off switch and no child restraint lower anchorages.

**What Will Be Done:** If your vehicle has three rear seating positions, your GM dealer will install child seat lower anchorages to the front passenger seat. This will allow two positions for a child restraint. If your vehicle has only front seats, the air bag off switch will be disabled, a new air bag warning label will be installed on the sun visor, and the Owner's Manual will be updated, if applicable. This service will be performed for you at no charge.

**How Long Will The Repair Take?** This service correction will take approximately 20 to 50 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**Contacting Your Dealer:** To limit any possible inconvenience, we recommend that you contact your GM dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. 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 Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
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.

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

**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-character vehicle identification number (VIN) shown on the enclosed form to get the most personalized information for your vehicle.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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

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