

August 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 a defect, which relates to motor vehicle safety, exists in certain 2003 and 2004 model year Chevrolet Express and GMC Savana vehicles. These vehicles were built with a transmission shift cable assembly that may separate. If the cable assembly separates, the transmission shift lever position and the transmission Indicator (PRNDL) may no longer correlate. The transmission Indicator (PRNDL), however, will always indicate the actual transmission gear, or PARK, regardless of the shift lever position. With this condition, the driver may believe that they have shifted into another gear but the transmission will remain in the last gear selected. If this were to occur, the vehicle may move in a direction not anticipated by the driver, or if the driver put the vehicle in PARK and the vehicle is on an uneven surface, the vehicle could roll away after the driver has exited the vehicle, resulting in a possible vehicle crash without prior warning.

Until the vehicle is repaired, the driver should always check the position of the transmission indicator (PRNDL) when changing transmission gears and when parking the vehicle.

What Will Be Done: Your GM dealer will inspect the transmission shift cable assembly, and if necessary, replace it. This service will be performed for you at no charge.

How Long Will The Repair Take? This inspection will take approximately 15 minutes. An additional 25 minutes will be required if the transmission shift cable assembly requires replacement. 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	1-800-830-2438	1-800-833-2438
GMC	1-888-996-9463	1-800-482-8583
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.mygmllink.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.

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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