

Schuler, Kelly

From: Ben Rainwater [rainh2o@daewoos.com]
Sent: Thursday, November 11, 2004 7:33 PM
To: Schuler, Kelly
Cc: Agnes Cha; Lou Carbonell; Richard Gettell
Subject: Daewoo Parts & Service Status / Update

04V-357



DAEWOO PARTS -
SERVICE UPDATE...

Dear Kelly,

Mr. Person and I have discussed the idea that information from Daewoo on the status of parts, service, recalls, etc. would be very helpful to the NHTSA call center staff who are responding to Daewoo vehicle owners. Toward that end, I have developed the attached information, which I am providing to you (at Mr. Person's request) for your reference and for distribution to the NHTSA call center staff. If you identify other Daewoo owner questions that we should address, please let me know and we will generate appropriate responses.

Thank you for your assistance!

Ben Rainwater
(310) 884-3332

(See attached file: DAEWOO PARTS - SERVICE UPDATE For NHTSA Nov 2004.doc)



DAEWOO®

Daewoo Motor America, Inc.
Parts & Service Status / Update
(November 11, 2004)

The following information is provided to the NHTSA to assist them with responses to Daewoo owner contacts related to Daewoo safety recalls.

- **What is the status of Daewoo Motor America, Inc.?**

Daewoo Motor America, Inc. (DMA) was reorganized in October of 2003 and is now StarPoint USA, Inc., but continues to do business as Daewoo Motor America. DMA has and will continue to supply parts to the US market for 1998 thru 2002 Daewoo Lanos, Nubira and Leganza models. Additionally, DMA is responsible for warranty administration for Daewoo vehicles in the US.

- **How do I contact Daewoo Motor America, Inc.?**

By telephone: call toll free (877) 362-1234 and select option 6 (Customer Relations)

By fax: (310) 669-2000

Note: All requests for reimbursement should be forwarded to Daewoo by mail (see address provided below).

Via the Internet: log-on to www.daewoous.com and use the "Service Locator" function.

By mail: Daewoo Motor America, Inc.
1055 West Victoria Street
Compton, California 90220

- **Where can I have my Daewoo serviced / repaired?**

There are over 420 Authorized Daewoo Parts and Service locations nationwide. To locate the Authorized Daewoo Dealer or Authorized Service Center, call us toll free at (877) 362-1234 and select option 6 (Customer Relations) or log-on to our website at www.daewoous.com and use our "Service Locator" to find the location nearest you.

- **Are there parts for Daewoo vehicles here in the US?**

YES! The Daewoo Master Parts Distribution Center is located in the Los Angeles area where over 9,000 different Daewoo part numbers are kept in inventory for Daewoo Lanos, Nubira and Leganza models sold in the US from 1998 through 2002.

- **I visited an Authorized Daewoo Dealer and he tells me he can't get parts for my car! What should I do?**

Immediately contact Daewoo toll free at (877) 362-1234 and select option 6, which will connect you with Customer Relations. The CR staff that you speak with will ensure you receive a quick resolution to your parts concern.

- **I visited the Daewoo Dealer where I bought my Daewoo vehicle and he says he is no longer a Daewoo Dealer and refuses to work on my car! What should I do?**

It is possible that a dealer who was previously a Daewoo Dealer has decided not to continue as an Authorized Daewoo Dealer. To locate the next closest Authorized Daewoo Dealer or Authorized Service Center (there are over 420 locations nationwide), either call Daewoo toll free at (877) 362-1234 and select option 6 (Customer Relations) or visit the Daewoo website at www.daewoous.com and use the "Service Locator" function.

- **I received a safety recall letter for (A) (B) (C). What is this about?**

A. Camshaft Position Sensor

This safety recall involves inspection of the Camshaft Position Sensor. Effected vehicles with sensors that are within a specific Lot Number will have the sensors replaced at no charge. Note that, in some instances, a failed sensor may be identified in this inspection process, but it will only be replaced at no charge if it is within the applicable Lot Number range subject .

B. Lanos Passenger Air Bag Modification

This safety recall involves select 1998 ~ 2002 Lanos models. New energy absorbing mounting brackets will be installed on the Passenger Air Bag Module for vehicles subject to this recall.

C. Nubira Front Brake Hose Replacement

This safety recall involves select 2000 ~ 2002 Nubira models. Redesigned front brake hoses will be installed in effected vehicles.