

GM SERVICE AND PARTS OPERATIONS
DCS1263
URGENT DISTRIBUTE IMMEDIATELY

DATE: September 20, 2004

SUBJECT: Phase 2 Customer letter mailing
for 03054B – Product Safety
Recall Fuel Pressure Regulator –
Replace

MODELS: 2000 Buick Park Avenue, LeSabre
2000 Pontiac Bonneville
2000 Chevrolet Monte Carlo,
Impala Equipped with 3.8L V6
(RPO L36 – Vin Code K) Engine

TO: All Buick, Pontiac and Chevrolet Dealers

ATTENTION: Service Manager, Parts Manager and Warranty Administrator

PRODUCT FIELD ACTION ANNOUNCEMENT

General Motors is announcing Phase 2 Customer letter mailing for Product Safety Recall 03054B today.

The total number of 2000 Buick, Pontiac and Chevrolet vehicles added to GMVIS is 409,156. Please see the attached bulletin for details.

Mailing Information

Customer letter mailing will begin on September 27, 2004.

GM Vehicle Inquiry System (GMVIS)

GMVIS information will be available on September 21, 2004.

Service Information System (SI)

Bulletin 03054B is available in SI.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in GM DealerWorld on September 20, 2004.

END OF MESSAGE

GM SERVICE AND PARTS OPERATIONS



Recall Bulletin

File In Section: Product Recalls
Bulletin No.: 03054B
Date: June 2004



PRODUCT SAFETY RECALL

SUBJECT: FUEL PRESSURE REGULATOR - REPLACE

**MODELS: 1998-2000 BUICK PARK AVENUE, LESABRE
1998-2000 PONTIAC BONNEVILLE
1998-1999 OLDSMOBILE EIGHTY-EIGHT
2000 CHEVROLET MONTE CARLO, IMPALA
EQUIPPED WITH 3.8L V6 (RPO L36 – VIN CODE K) ENGINE**

THIS BULLETIN REPLACES 03054A ISSUED FEBRUARY 2004, AND IS BEING REVISED TO INCLUDE 1998-2000 BUICK LESABRE, PONTIAC BONNEVILLE; 1998-99 OLDSMOBILE EIGHTY-EIGHT; AND 2000 BUICK PARK AVENUE, CHEVROLET MONTE CARLO AND IMPALA MODEL YEAR VEHICLES. DUE TO PARTS AVAILABILITY, 03054B IS BEING CONDUCTED IN 2 PHASES. PHASE 1 WILL CONSIST OF 1998-1999 BUICK LESABRE, PONTIAC BONNEVILLE AND OLDSMOBILE EIGHTY-EIGHT MODEL YEAR VEHICLES. PHASE 2 WILL CONSIST OF 2000 BUICK PARK AVENUE AND LESABRE, PONTIAC BONNEVILLE, CHEVROLET MONTE CARLO AND IMPALA MODEL YEAR VEHICLES. PLEASE DISCARD SAFETY RECALL BULLETIN NUMBER 03054A.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 1998-2000 Buick Park Avenue, LeSabre, Pontiac Bonneville; 1998-99 Oldsmobile Eighty-Eight; and 2000 Chevrolet Monte Carlo, Impala model year vehicles equipped with a 3.8L V6 (RPO L36 – VIN Code K) engine. These vehicles have a much higher than usual rate of fuel pressure regulator diaphragm leaks. A leak can allow fuel to enter the intake manifold through a vacuum line. In low battery conditions, if the engine does not start when cranked, the fuel from the leaking regulator and a mistimed spark can cause a backfire. The backfire can rupture the intake manifold, causing a loud bang. The rupture of the intake manifold can displace a fuel line, pulling an injector out of place, and causing a fuel leak. If there is an ignition source, a fire can result.

Slow engine cranking and difficulty starting the engine could indicate a low battery. Poor driveability or a check engine light could indicate a fuel pressure regulator leak.

CORRECTION

Dealers are to inspect the engine fuel rail and, if necessary, replace the fuel pressure regulator.

VEHICLES INVOLVED

Involved are **certain** 1998-2000 Buick Park Avenue, LeSabre, Pontiac Bonneville; 1998-99 Oldsmobile Eighty-Eight; and 2000 Chevrolet Monte Carlo, Impala model year vehicles, equipped with a 3.8L V6 (RPO L36 – VIN Code K) engine, and built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
1998	Buick	Park Avenue	WU400001	WU401083
			W4600001	W4662727
1998	Buick	LeSabre	WH400001	WH549418
1998	Oldsmobile	Eighty-Eight	W4800001	W4867316
1998	Pontiac	Bonneville	W4200001	W4238888
			WH200003	WH229441
1999	Buick	Park Avenue	X4600002	X4661041
1999	Buick	LeSabre	XH400001	XH504988
1999	Oldsmobile	Eighty-Eight	X4800002	X4840953
1999	Pontiac	Bonneville	XH200006	XH254385
2000	Buick	Park Avenue	Y4100095	Y4297269
2000	Buick	LeSabre	Y4100001	Y4297272
			YU100001	YU357893
2000	Pontiac	Bonneville	Y4101040	Y4297270
2000	Chevrolet	Monte Carlo	Y9100297	Y9385464
2000	Chevrolet	Impala	Y9100001	Y9385472

IMPORTANT: Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry System) prior to beginning recall repairs. [Not all vehicles within the above breakpoints may be involved.]

For US: For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared and will be loaded to the GM DealerWorld, Recall Information website. Dealers that have no involved vehicles currently assigned, will not have a report available in GM DealerWorld.

For Canada & IPC: For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared, and is being furnished to involved dealers. Dealers that have no involved vehicles currently assigned, will not receive a report with the recall bulletin.

The Campaign Initiation Detail Report may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PARTS INFORMATIONParts Pre-Ship Information – For US and Canada

Important: An initial supply of Fuel Pressure Regulator Kits required to complete this program will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin at the launch of the bulletin revision and will be approximately 20% of each dealer's involved vehicles. Pre-shipped parts will be charged to dealer's open parts account.

Additional parts, if required, are to be obtained from General Motors Service Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
89017530	Regulator Kit, Fuel Pressure	1

SERVICE PROCEDURE

IMPORTANT: The engine could have a BOSCH manufactured fuel rail and fuel pressure regulator. This change could have happened when past service was performed on the vehicle. There should be a Manufacturer's label located on the backside of the fuel rail just below the fuel inlet connector. If the engine has a BOSCH Manufacturer's label, Dealers should claim 0.2 hours under labor operation **V1117 – "Inspect engine fuel rail, no replacement required"**, plus the additional 0.1 hours Administrative Allowance, to close out the recall. If the fuel rail has a DELPHI Manufacturer's label, perform the repair as stated in this bulletin.

Inspect the engine fuel rail:

- If the fuel rail has a DELPHI manufacturer's label, refer to the appropriate service manual and replace the engine fuel pressure regulator. Use labor operation V1082 to close the recall.
- If the fuel rail has a BOSCH manufacturer's label, do **not** replace the fuel pressure regulator. Use labor operation V1117 to close the recall.

CUSTOMER REIMBURSEMENT For US

All customer requests for reimbursement for previous repairs for the recall condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Product Recall Customer Reimbursement Procedure Form is included with the customer letter.

IMPORTANT: Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

CUSTOMER REIMBURSEMENT For Canada

Customer requests for reimbursement of previously paid repairs to replace the engine fuel pressure regulator, or replace the upper intake manifold and related repairs due to a ruptured manifold that were performed prior to this notification, are to be submitted by August 31, 2005.

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of repair expense(s) that were not reimbursed, a description of the repair, and the person or entity performing the repair.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by WINS.

IMPORTANT: Refer to the GM Service Policies and Procedures Manual, section 1.6.2, for specific procedures regarding customer reimbursement verification.

CLAIM INFORMATION

Submit a Product Recall Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NO.	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS	NET ITEM
Inspect engine fuel rail, no replacement required	N/A	N/A	N/A	MA-96	V1117	0.2*	N/A
Inspect engine fuel rail and replace engine fuel pressure regulator	1	89017530	**	MA-96	V1082	0.3*	***
Customer Reimbursement (Canadian Dealers ONLY)	N/A	N/A	N/A	MA-96	V1083	0.2	****

* For Program Administrative Allowance, add 0.1 hours to the "Labor Hours".

** The "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for the fuel pressure regulator needed to complete the repair.

*** The amount identified in the "Net Item" column should represent the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for miscellaneous shop supplies needed to perform the required repairs.

**** The amount identified in the "Net Item" column should represent the dollar amount reimbursed to the customer.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For IPC

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER RECALL RESPONSIBILITY – For US and IPC (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY - ALL

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



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. 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 1998-2000 Buick Park Avenue, LeSabre, Pontiac Bonneville; 1998-99 Oldsmobile Eighty-Eight; and 2000 Chevrolet Monte Carlo, Impala model year vehicles, equipped with a 3.8L V6 engine. These vehicles have a much higher than usual rate of fuel pressure regulator diaphragm leaks. A leak can allow fuel to enter the intake manifold through a vacuum line. In low battery conditions, if the engine does not start when cranked, the fuel from the leaking regulator and a mistimed spark can cause a backfire. The backfire can rupture the intake manifold, causing a loud bang. The rupture of the intake manifold can displace a fuel line, pulling an injector out of place, and causing a fuel leak. If there is an ignition source, a fire can result.

Slow engine cranking and difficulty starting the engine could indicate a low battery. Poor driveability or a check engine light could indicate a fuel pressure regulator leak. If you experience these conditions, have your dealer check and repair your vehicle.

If your vehicle does not start and you hear a loud bang, there could be a fuel leak. Do not try to start it again. Contact your dealer for assistance.

What Will Be Done: Your GM dealer will inspect the engine fuel rail and, if necessary, replace the fuel pressure regulator. This service will be performed for you at **no charge**.

How Long Will The Repair Take? This service correction will take approximately 30 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:

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
Oldsmobile	1-800-630-6537	1-800-833-6537
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.

Customer Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

Program Information Online: More information about this program (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.mygmlink.com, and enter your vehicle's 17-character vehicle identification number (VIN) shown on the enclosed customer reply 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
03054B