

04V-299

November 2004

Dear <VINDivisionName> Customer:

General Motors is very interested in your safety and continued satisfaction with your vehicle. Our records show that although your <Year> model year <VINDivisionName> <Vehicle_Name> vehicle is subject to an important safety recall, the necessary repairs have not been made. Therefore, we are sending an additional notification of this important safety recall. Please follow the instructions below to address this important matter.

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 a defect, which relates to motor vehicle safety, exists in certain <Year> model year <VINDivisionName> <Vehicle_Name> vehicles. Some of these vehicles have a condition where the front frame rear body mount bracket may fracture because of cracks in the aluminum bar from which it was made. Over time, this fracture would degrade the mounting bracket and you would begin to hear noises such as creaking, groaning, and clicking. If these warning signs were ignored, the bracket would continue to degrade to the point where the intermediate steering shaft could separate, resulting in loss of steering control. If this happens while the vehicle is moving, a crash could result without prior warning.

What Will Be Done: Your <VINDivisionName> dealer will inspect the front frame assembly and replace it, if necessary. This service will be performed for you at **no charge**.

How Long Will The Repair Take? This inspect will take approximately 15 minutes. If the front frame assembly requires replacement, an additional 2 hours and 15 minutes will be required. 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 <VINDivisionName> 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 <VINDivisionName> dealer be unable to schedule a service date within a reasonable time, you should contact the <VINDivisionName> Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at <DivisionCACLD>. <DivisionTTYLD>

If, after contacting the <VINDivisionName> 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.

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.

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.

<FullDivisionNameLD>
General Motors Corporation

Enclosure
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