

URGENT - DISTRIBUTE IMMEDIATELY

Date: January 7, 2004

Subject: Upcoming Customer Satisfaction Program
05001 / Hydraulic Pump Drive Shaft

Model: 2000 Chevrolet CK Pickup, Silverado, Suburban and Express
2000 GMC Sierra, Yukon XL and Savana

To: All Chevrolet and GMC Dealers

Attention: Dealer Operator, General Manager, Sales Manager, Used Car
Manager, Service Manager, Parts Manager and Warranty Administrator

Based on information from the National Highway Traffic Safety Administration (NHTSA) web site, the media may report that General Motors will be announcing a Customer Satisfaction Program involving 2000 model year Chevrolet CK Pickup, Silverado, Suburban and Express vehicles; and GMC Sierra, Yukon XL and Savana vehicles.

Some of these vehicles have a hydraulic pump drive shaft that can fracture, resulting in immediate loss of hydraulic power steering assist. On vehicles equipped with Hydro-Boost® power brakes, the same condition can result in loss of power assist for braking after the reserve pressure is depleted. An inoperative pump on a vehicle with vacuum-assisted power brakes increases steering effort without affecting braking effort.

An inoperative pump can cause increased steering and braking effort, but does not eliminate the ability to steer or slow the vehicle. If the hydraulic pump becomes inoperative, the steering system reverts to manual mode. Accordingly, increased steering effort will be less obvious to the driver at higher vehicle speeds when small steering adjustments are required, but will become more pronounced as the vehicle's speed decreases and steering movements increase. The highest expected steering effort inputs by the driver would be required for low-speed parking lot or tight turning maneuvers.

To correct this condition, dealers will replace the hydraulic pump on all affected vehicles at no cost to the customers.

Approximately 112,000 vehicles are involved. GM is working with its suppliers to obtain the parts needed to correct this condition as quickly as possible. Based on the anticipated schedule, we plan to notify customers about this program during February 2005. GMVIS information for this program will not be available until it's formally announced during February 2005.

END OF MESSAGE
GM SERVICE AND PARTS OPERATIONS