

POTENTIAL QUESTIONS AND ANSWERS

Q1: What vehicles are involved?

A1: All 1997-2003 model year Pontiac Grand Prix GTP and Buick Regal GS vehicles equipped with the 3.8-liter L67 supercharged engine. A total of 207,542 U.S. vehicles are involved.

Q2: What is the condition?

A2: These vehicles may experience an under hood fire. We believe the fire may be caused by drops of engine oil being deposited on the exhaust manifold through hard braking. If the manifold is hot enough and the oil runs below the heat shield, it may ignite into a small flame and in some instances the fire may spread to the plastic spark plug wire channel. Most cases have occurred five to 10 minutes after the vehicle has been turned off.

Q3: What are the consequences of this condition?

A3: Fire may cascade through the engine compartment causing vehicle damage. In some cases, the fire has spread to structures where the vehicles were parked.

Q4: How was this condition discovered?

A4: The National Highway Traffic Safety Administration opened a preliminary evaluation in January 2007 based on 21 customer complaints alleging engine compartment fires after their vehicles were turned off. GM began an extensive investigation.

Q5: Why didn't GM know about this?

A5: The rate of occurrence was very low, about one in 1,000 vehicles.

Q6: Have there been any injuries or deaths resulting from this condition?

A6: We are aware of five minor injuries and one moderate injury. No fatalities.

Q7: How many fires have there been?

A7: We are aware of 267 fires to date.

Q8: What about property damage?

A8: We are aware of 17 fires involving structure damage.

Q9: What is GM doing to correct this condition?

A9: Due to parts availability, corrective action will occur in two stages. First, a "customer advisory letter" is being sent to each involved customer of record. This letter will explain the situation and provide precautionary measures that a customer can take until their vehicle is repaired. The letter will be mailed on March 13, 2008.

The second stage will be the release of Safety Recall Bulletin #07035 to all Pontiac and Buick dealers. This will occur once an adequate supply of recall parts is available. At that time, all involved customers of record will be notified via a second letter to bring their vehicle in for the required repair.

Q10: If I have one of these vehicles, is it safe to drive?

A10: Yes. Very few of the fires (about 20 percent of the reported cases) have occurred while the vehicle's engine was running. The rate of occurrence is also very low, about one in 1,000 vehicles.

Q11: Is there anything I can do to prevent a fire after the vehicle is turned off?

A11: No. We believe the fires may be caused by drops of engine oil being deposited on the exhaust manifold through hard braking. For now we are urging customers to avoid parking their vehicles in a garage, car port or other structure and to use premium fuel (91 octane or higher) in their vehicles, as recommended in their owner's manual. If you smell any kind of burning odor, have the vehicle inspected by a dealership service department.

Q12: The customer advisory letter mentions oil getting on the manifold during hard braking. Is there a problem with the brake system?

A12: No.

Q13: The customer advisory letter mentions premium fuel. Why is this important?

A13: Because the vehicle was designed to run on 91-octane fuel, using lower-octane fuel increases under hood temperatures during operation.

Q14: Are the 1997-2003 Pontiac Bonneville, Buick Park Avenue and Riviera, and Oldsmobile LSS involved or any vehicles with 3.8L engines without superchargers involved?

A14: No, they are not part of this field action.

Q15: Who will pay for the repairs?

A15: Repairs will be made free of charge to customers.

Q16: I heard that there were under hood fires in Chevrolet Tahoe's. Is this the same issue?

A16: No. NHTSA opened a preliminary evaluation in February based on two customer complaints of under hood fires in 2007 model year Tahoe's. We are cooperating with the agency but we have found no trend suggesting a recurring problem. The Tahoes and GMC Yukons being investigated are of a different architecture and were produced much later than the Pontiac Grand Prix GTP and Buick Regal GS.

Q17: Until Safety Recall Bulletin #07035 is released, what can dealers do to satisfy customers who may express a concern, or request an immediate repair?

A17: Until GM parts are available for this recall and Safety Recall Bulletin #07035 is released, GM has provided dealers with Technical Service Bulletin #08-06-04-019. The bulletin provides repair instructions for those customers who have an immediate concern with their 1997-2003 model year Pontiac Grand Prix or Buick Regal vehicle equipped with the 3.8-liter L67 supercharged engine.

Q18: When will the GM Vehicle Inquiry System (GMVIS) be loaded?

A18: Involved VINs can not be loaded to GMVIS until Safety Recall Bulletin #07035 is released.

Q19: After completing Technical Service Bulletin #08-06-04-019, is it safe for customers to utilize parking structures?

A19: Yes.

Q20: If the parts required to perform Technical Service Bulletin #08-06-04-019 are in short supply, can aftermarket parts be used to complete the repair?

A20: GM approved parts are preferred, however, for the immediate repair outlined in Technical Service Bulletin #08-06-04-019, locally obtained aftermarket parts may be used. Dealers should be sure to submit a warranty claim with the correct "T" labor operation when using aftermarket gaskets. Specific details are provided in the technical service bulletin.

Q21: If a customer had the front engine rocker cover gasket recently replaced on their 1997-2003 model year Pontiac Grand Prix or Buick Regal vehicle equipped with the 3.8-liter L67 supercharged engine, should dealers replace the front rocker cover gasket again?

A21: If the front rocker cover gasket was replaced by a General Motors dealer using GM Part #24503937, then the gasket does not need to be replaced again. The technician should complete the technical service bulletin repair by removing the spark plug channel retainer and install the spark plug retainers as outlined in the procedure. If the customer paid for the gasket replacement, there will be reimbursement instructions provided when the recall is released.

Q22: Why does the procedure only call for the replacement of the front engine rocker cover gasket and not both?

A22: GM's investigation has not shown a need to replace the rear gasket.

Q23: An owner of an involved vehicle has concerns and requested immediate assistance. Upon inspection it is noted during the replacement of the front rocker cover gasket that the rear engine rocker cover gasket shows signs of oil seepage – should the rear gasket be replaced as well?

A23: Replacement of the rear engine rocker cover gasket is not part of the service bulletin repair procedure. Customers may wish to have the rear cover gasket repaired as part of customer paid vehicle maintenance.

Q24: Why aren't 1997-2003 model year Pontiac Grand Prix and Buick Regal vehicles with the L36 non-supercharged engine involved in this safety recall?

A24: GM's Investigation has shown that the supercharged engine has unique operating characteristics not present with the L36 non-supercharged engine. Specifically, the L67 supercharged engine has a significantly higher normal under hood operating temperature.

Q25: Why are two "T" labor operations listed in Technical Service Bulletin #08-06-04-019?

A25: As detailed in the technical service bulletin, warranty claims should be submitted using the specific "T" labor operation depending on the source of the gasket

used by the dealership. The use of the two “T” labor operations allows GM different options when Safety Recall Bulletin #07035 is released.