

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



IMPORTANT SAFETY RECALL

September 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors is very interested in your satisfaction with your vehicle. Our records show that although your 1997-2003 model year Buick Regal and Pontiac Grand Prix, 1998-1999 model year Chevrolet Lumina and Oldsmobile Intrigue, 1998-2003 model year Chevrolet Monte Carlo, or 2000-2003 model year Chevrolet Impala vehicle is subject to an important recall, the necessary repairs have not been made. Therefore, we are sending an additional notification of this important recall. Please follow the instructions below to address this important matter.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 1997-2003 model year Buick Regal and Pontiac Grand Prix, 1998-1999 model year Chevrolet Lumina and Oldsmobile Intrigue, 1998-2003 model year Chevrolet Monte Carlo, and 2000-2003 model year Chevrolet Impala model vehicles, equipped with a 3.8L V6 naturally aspirated engine. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall 09047.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.
- **Until you have had your vehicle repaired it is recommended that the vehicle be parked outside and not in a garage or other structure.**

Why is your vehicle being recalled?

Drops of engine oil may be deposited on the exhaust manifold through hard braking. This condition could cause an engine compartment fire.

What will we do?

Your GM dealer will replace your engine's front valve cover and front-valve-cover gasket with new parts of an improved design. Your engine's plastic "beauty" cover and plastic oil-fill-tube extension will be removed, if they haven't been already. This service will be performed for you at no charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 35 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

This condition does not affect the safe operation of the vehicle, but it is recommended that the vehicle be parked outside and not in a garage or other structure until it is repaired.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
Pontiac	1-800-762-2737	1-800-833-7668
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied 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, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 09V116.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall #09047