

EV1.

ELECTRIC

To: All EV1 and Saturn Retail Facilities	From: Saturn Corporation
Location:	Pages: 5 (Includes Cover)
Fax #	Date: 3/2/80

The purpose of this communication is to inform you of an EV1 recall. General Motors will announce publicly today that all Generation I, 1997 EV1s and all 1997-98 S-10 Electric Trucks will be recalled immediately. These concerns do not relate to the Generation II, 1999 EV1s due to their uniquely different charge port design. EV1 Specialists and the SCAC will begin to contact customers of EV1s today. Customers of Generation I, 1997 EV1s are being advised to park their vehicles and immediately discontinue any and all vehicle charging. The EV1 Specialists will coordinate the vehicle return to a designated GM location, and provide the customers with temporary transportation.

Following are details of the recall - General Motors has decided that a defect which relates to motor vehicle safety exists in all Generation I, 1997 EV1 and 1997-98 S-10 Electric Truck vehicles. These vehicles were produced with a charge port assembly that may fail during a charging event. If this occurs, heat could build up within the charge port and a fire could result without prior warning.

Attached are copies of the customer letters for both involved and non-involved customers, and a Q&A. Additional information clarifying your role in this recall will be forthcoming. Please contact your EV1 Specialist or your Saturn Customer Assistance Manager (CAM) if you have further questions.

Thank you for your continued support.

EV1

ELECTRIC

QUESTIONS AND ANSWERS FOR USE IN RESPONDING TO MEDIA INQUIRIES REGARDING THE VOLUNTARY SAFETY RECALL OF ALL GENERATION I, 1997 EV1 AND 1997-98 S-10 ELECTRIC TRUCK VEHICLES.

Direct media inquiries to: **Jeff Kuhlman** **(248) 680-5972 (Detroit)**
 Jennifer Schmitt **(248) 680-5144 (Detroit)**
 Donn Walker **(888) 373-9572 (Los Angeles)**

- 1Q. What is the specific problem?**
1A. These vehicles were produced with a charge port assembly that may fail during a charging event. If this occurs, heat could build up within the charge port and a fire could result without prior warning. These concerns do not relate to the Generation II, 1999 EV1s due to their uniquely different charge port design.
- 2Q. Have there been any injuries because of this condition?**
2A. No injuries have been reported as a result of this condition.
- 3Q. Is this a voluntary recall or are you being ordered by the government?**
3A. This is a voluntary recall initiated by General Motors.
- 4Q. Have you notified the National Highway and Traffic Safety Administration (NHTSA) about this action?**
4A. Yes, NHTSA has been notified.
- 5Q. How many cars are affected?**
5A. Approximately 450 Generation I, 1997 EV1 vehicles are involved.
- 6Q. How are customers being notified?**
6A. Customers are being notified via overnight mail and by phone through the EV1 Specialists and the Saturn Customer Assistance Center.
- 7Q. Will the customer incur any expenses associated with this recall?**
7A. No. Customers are not expected to incur any expenses as a result of this recall.

- 8Q. How did General Motors know that these vehicles might have this condition?**
8A. General Motors became aware of this condition through our field reporting process and through the warranty system.
- 9Q. Will customers be required to return their cars?**
9A. Yes. General Motors is requesting that all vehicles be parked immediately, and that no attempts be made to charge these vehicles. It is also recommended that customers park their vehicles away from the charger to help prevent inadvertent use of the charging system. Arrangements will be made for customer's immediate transportation needs.
- 10Q. Will General Motors compensate retailers for any financial loss created by this recall?**
10A. Our retailers are not expected to suffer any financial loss as a result of this action. Retailers will be reimbursed by General Motors for any incurred expenses as a direct result of this action.
- 11Q. How much will this recall cost General Motors?**
11A. As a matter of policy, we do not disclose costs associated with recalls.
- 12Q. Is this safety recall related to any previous recall?**
12A. No.

3/2/00 OPLA

US_GM_DET_RN101, Jim Colyer @ US_GM_PON_POC01, Reed McMillan @ US_GM_PON_POC01,
Karen Raab @ US_GM_PON_POC01, Hank Leach @ US_GM_DET_RN101, Anne S. Prochaska @
US_GM_DET_RN101, Jack Panizzo @ US_GM_PON_POC01, Karen Ortrakt @ US_GM_DET_RN101,
Chris Gasparyak @ US_GM_DET_RN101, Tim Crumlish @ US_GM_DET_RN101, Ginger Serna @
US_GM_DET_RN101, Robert Szabo @ US_GM_DET_RN101, Joy Horstman @ GM, Tina Powell @
US_GM_DET_RN101,
Philip T. Coley/US/GM/GMC@GM, Raymond T. Bush/US/GM/GMC@GM@GM

GM SERVICE OPERATIONS
DCS484
URGENT - DISTRIBUTE IMMEDIATELY

80V-069

DATE: March 13, 2000
SUBJECT: DCS message to S-10 Electric Truck Dealers.
TO: S-10 Electric Truck Dealers
ATTN: Dealer Principal, Fleet Manager, Service Manager

The purpose of this communication is to inform you of a product safety campaign involving certain electric vehicles. General Motors has announced publicly that all 1997-98 S-10 Electric trucks and all Generation I, 1997 EV1's will be recalled. This condition is not related to the Generation II 1999 EV1's due to their uniquely different charge port design.

GM has contacted customers of 1997-1998 S-10 Electric trucks and Generation I, 1997 EV1 vehicles. These customers have been advised to park their vehicles and immediately discontinue any and all vehicle charging. For those customers who agree, GM personnel will begin to coordinate the vehicle return to a designated GM location within the next 72 hours. In addition, GM will address the customer's temporary transportation needs.

Following are details of the campaign - General Motors has decided that a defect which relates to motor vehicle safety exist in all 1997-98 S-10 Electric Trucks and Generation I, 1997 EV1 vehicles. These were produced with a charge port assembly that may fail during a charging event. If this occurs, heat could build up within the charge port and a fire could result without prior warning.

Please respond to Paul Ghanam by E-mail, paul.f.ghanam@GM.com or by telephone: 248-580-4728 as soon as possible with the following information:
Do you currently have any S-10 Electric's at your facility for service?
What is the VIN number and customer name (phone number if available) for each vehicle?
What repair(s) are required?
Is the vehicle operational (driveable)?

For your reference, attached is a script that was read to affected customers by the Chevrolet Customer Assistance Center. Additional information clarifying your role in this recall will be forthcoming.

Thank you for your continued support.

Sample Script:

Chevrolet CAC Verbiage for S-10 Electric Customer Calls

'Hello, my name is _____ and I'm calling from the Chevrolet Customer Assistance Center for _____. The reason for my call is

to let you know that you will be receiving a letter from General Motors regarding a safety recall on your S-10 Electric vehicle. At this time we ask you to park your vehicle and immediately discontinue any and all vehicle charging. It is recommended that customers park their vehicles away from the charger to help prevent inadvertent use of the charging system. A GM representative will contact you shortly regarding the recall."

** If the customer insists on speaking with someone on this issue you may let them know that they can call * (However, please give this number out only if they insist on speaking with someone and do not leave it on any answering machines or VME.)

* California and Western States: Clay Okabayashi (909-600-5962)
Northeastern States: Michael Paritoe (508-337-8721)
Southeastern States: John Fraking (404-257-5780)
Central and Southwest States: Mark Warren (972-541-6079)

End of Sample Script

End Of Message

Fleet & Commercial Brand Support
Advanced Technology Vehicles

GM SERVICE OPERATIONS

DCS494

URGENT - DISTRIBUTE IMMEDIATELY

00V.069

DATE: MARCH 20, 2000
SUBJECT: CAMPAIGN 00025 - CHARGE PORT ASSEMBLY
MODELS: 1997-1998 CHEVROLET S-10 ELECTRIC TRUCKS
TO: ALL CHEVROLET S-10 ELECTRIC TRUCK DEALERS
ATTN: DEALER PRINCIPAL, FLEET MANAGER, SERVICE MANAGER

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in 1997 and 1998 Chevrolet S-10 Electric trucks. These vehicles were produced with a charge port assembly that may fail during a charging event. If this occurs, heat could build up within the charge port and a vehicle fire could result without prior warning. Persons could suffer burn injuries and property could be damaged.

CORRECTION

Dealers are to replace the charge port assembly with a redesigned charge port assembly. Necessary engineering work is underway at this time, and parts should be available later in 2000. A campaign bulletin will be mailed to dealers at that time.

VEHICLES INVOLVED

Involved are all 1997 and 1998 Chevrolet S-10 Electric trucks.

CUSTOMER NOTIFICATION

Customers were initially notified, by phone, of this campaign on their vehicles by General Motors. Customers were told to park their vehicles and discontinue vehicle charging. A letter will also be sent by General Motors (see copy of customer letter below). General Motors will contact customers to arrange to have their vehicle transported to an authorized GM location, so that General Motors can maintain the battery pack under controlled conditions.

OWNER LETTER

March, 2000

Dear Chevrolet Customer:

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 1997 and 1998 Chevrolet S-10 Electric trucks. These vehicles were produced with a charge port assembly that may fail during a charging event. If this occurs, heat could build up within the charge port and a vehicle fire could result without prior warning. Persons could suffer burn injuries and property could be damaged. Recently you may have been contacted by Chevrolet

Motor Division about modifications needed to the charge port assembly in your Chevrolet Electric truck. At that time you were asked to park your vehicle and discontinue all vehicle charging. You are urged to continue to leave your vehicle parked and discontinue all vehicle charging until this defect can be repaired.

What Will Be Done: Your Chevrolet dealer will replace the charge port assembly with a redesigned charge port assembly. This service will be performed for you at no charge. Necessary engineering work is underway at this time, and parts should be available later in 2000. In the meantime, General Motors will contact you to make arrangements to have your vehicle transported to an authorized GM location, so that General Motors can maintain the battery packs under controlled conditions

Courtesy Transportation: We have made arrangements with Enterprise Rental for courtesy transportation while your vehicle is being maintained by General Motors. Please contact Enterprise Rental at 1-800-265-7451 to make arrangements for courtesy transportation (fuel and other costs will not be covered).

How Long Will The Repair Take? When parts are available, the length of time required to perform this repair will be approximately 3 hours.

Contacting Your Dealer: Should your dealer be unable to schedule a service date within a reasonable time after the necessary repair parts are available, you should contact the Chevrolet Customer Assistance Center at 1-800-222-1020. The deaf, hearing impaired, or speech impaired should call 1-800-833-2438 (utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

If, after contacting the Chevrolet Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-800-424-9393 (Washington, DC residents use 202-366-0123).

Customer Reply Card: The attached customer reply card identifies your vehicle. Presentation of this card 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 attached and mailing it in the postage paid envelope.

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.

Chevrolet Motor Division
General Motors Corporation

Enclosure

GM SERVICE OPERATIONS

DCS484

URGENT - DISTRIBUTE IMMEDIATELY

00V.069

DATE: March 13, 2000

SUBJECT: DCS message to S-10 Electric Truck Dealers.

TO: S-10 Electric Truck Dealers

ATTN: Dealer Principal, Fleet Manager, Service Manager

The purpose of this communication is to inform you of a product safety campaign involving certain electric vehicles. General Motors has announced publicly that all 1997-98 S-10 Electric trucks and all Generation I, 1997 EV1's will be recalled. This condition is not related to the Generation II 1999 EV1's due to their uniquely different charge port design.

GM has contacted customers of 1997-1998 S-10 Electric trucks and Generation I, 1997 EV1 vehicles. These customers have been advised to park their vehicles and immediately discontinue any and all vehicle charging. For those customers who agree, GM personnel will begin to coordinate the vehicle return to a designated GM location within the next 72 hours. In addition, GM will address the customer's temporary transportation needs.

Following are details of the campaign - General Motors has decided that a defect which relates to motor vehicle safety exist in all 1997-98 S-10 Electric Trucks and Generation I, 1997 EV1 vehicles. These were produced with a charge port assembly that may fail during a charging event. If this occurs, heat could build up within the charge port and a fire could result without prior warning.

Please respond to Paul Ghanam by E-mail, paul.f.Ghanam@GM.com or by telephone: 248-680-4728 as soon as possible with the following information:

Do you currently have any S-10 Electric's at your facility for service?
What is the VIN number and customer name (phone number if available) for each vehicle?
What repair(s) are required?
Is the vehicle operational (driveable)?

For your reference, attached is a script that was read to affected customers by the Chevrolet Customer Assistance Center. Additional information clarifying your role in this recall will be forthcoming.

Thank you for your continued support.

Sample Script:

Chevrolet CAC Verbiage for S-10 Electric Customer Calls

"Hello, my name is _____ and I'm calling from the Chevrolet Customer Assistance Center for _____. The reason for my call is to let you know that you will be receiving a letter from General Motors regarding a safety recall on your S-10 Electric vehicle. At this time we ask you to park your vehicle and immediately discontinue any and all vehicle charging. It is recommended that customers park their vehicles away from the charger to help prevent inadvertent use of the charging system. A GM representative will contact you shortly regarding the recall."

** If the customer insists on speaking with someone on this issue you may let them know that they can call * _____ (However, please give this number out only if they insist on speaking with someone and do not leave it on any answering machines or VMS.)

* California and Western States: Clay Okabayashi (909-600-5962)
Northeastern States: Michael Paritee (508-337-8721)
Southeastern States: John Freking (404-257-5780)
Central and Southwest States: Mark Warren (972-541-6079)

End of Sample Script

End Of Message

Fleet & Commercial Brand Support
Advanced Technology Vehicles



BULLETIN

R

00V-069

Distribution	
General Manager	X
Fixed Operations Manager	X
Parts Manager	
Technician	

BULLETIN NO.: 00-0-25
SAFETY

ISSUE DATE: March, 2000

GROUP/SEQ. NO.: Battery and Charging-01

SUBJECT: RECALL OF 1997 GENERATION I EV1 VEHICLES
YEAR and MODEL: 1997 GENERATION I EV1 VEHICLES
TO: ALL SATURN RETAIL FACILITIES AUTHORIZED TO LEASE AND SERVICE EV1 VEHICLES

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in all 1997 Generation I EV1 vehicles. These vehicles were produced with a charge port assembly that may fail during a charging event. If this occurs, heat could build up within the charge port and a vehicle fire could result without prior warning. Persons could suffer burn injuries and property could be damaged.

CORRECTION

To remedy this condition General Motors will refund each lessee's lease payments covering March 2000 and beyond for 1997 Generation I EV1 vehicles, and terminate future obligations for the same lease. In addition, General Motors will reimburse Lessees for certain expenses associated with on-going operation of the vehicle incurred prior to the recall.

VEHICLES INVOLVED

All 1997 Generation I EV1 vehicles. It is important to note that 1999 Generation II EV1 vehicles are not involved in this recall due to their uniquely different charge port design.

ELECTRIC VEHICLE bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer." They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your SATURN retail facility authorized to lease and service EV1 vehicles for information on whether your vehicle may benefit from the information.

CUSTOMER NOTIFICATION

Letters were mailed to all involved 1997 Generation I EV1 Lessees. Lessees have been urged to park their vehicle and immediately discontinue any and all vehicle charging. It is recommended that Lessees park their vehicle away from the charger to help prevent inadvertent use of the charging system.

RETAILER CAMPAIGN RESPONSIBILITY/ADMINISTRATION

Direct responsibility for the administration of this campaign is assigned to the General Motors EV1 specialists. As a result, it is not expected that Saturn Retailers will have a significant role in campaign completion nor campaign claim submission. However, Retailers are encouraged to assist the General Motors EV1 specialists and or EV1 customers whenever possible.

FACILITY VIN LISTING

No Facility VIN Listing will be provided due to the fact that there is no direct Saturn Retailer responsibility for campaign completion and because the General Motors EV1 specialists are individually contacting EV1 customers. Upon request, Saturn Retailers are encouraged to assist EV1 specialists and EV1 customers where possible. Campaign completion status reports will be issued periodically to inform Saturn Retailers of our campaign completion progress.

INITIAL RETAILER NOTIFICATION

On Thursday, March 2, 2000, Saturn sent the following notification out to Retailers regarding this recall:

"The purpose of this communication is to inform you of an EV1 recall. General Motors will announce publicly today that all Generation I, 1997 EV1s and all 1997-98 S-10 Electric Trucks will be recalled immediately. These concerns do not relate to the Generation II, 1999 EV1s due to their uniquely different charge port design. EV1 Specialists and the SCAC will begin to contact customers of EV1s today. Customers of Generation I, 1997 EV1s are being advised to park their vehicles and immediately discontinue any and all vehicle charging. The EV1 Specialists will coordinate the vehicle return to a designated GM location, and provide the customers with temporary transportation.

Following are details of the recall - General Motors has decided that a defect which relates to motor vehicle safety exists in all Generation I, 1997 EV1 and 1997-98 S-10 Electric Truck vehicles. These vehicles were produced with a charge port assembly that may fail during a charging event. If this occurs, heat could build up within the charge port and a fire could result without prior warning.

Attached are copies of the customer letters for both involved and non-involved customers, and a Q&A. Additional information clarifying your role in this recall will be forthcoming. Please contact your EV1 Specialist or your Saturn Customer Assistance Manager (CAM) if you have further questions.

Thank you for your continued support."

RETAILER INFORMATION

Regarding 1997 Generation I EV1 vehicles currently at your facility:

Any 1997 Generation I EV1 vehicle currently at a Saturn retail facility for service should be held at your location. Under no circumstance should a vehicle be returned to the customer. Retailers should cease any and all repairs currently being conducted on these vehicles. In addition, ensure that *no battery charging* is performed.

Regarding parts currently in Retailer Inventory for 1997 Generation I EV1 vehicles:

Saturn Service Parts Operations (SSPO) is in the process of reviewing the appropriate disposition and handling of any parts specific to the 1997 Generation I EV1 vehicle. Saturn retail facilities that stock parts for 1997 Generation I EV1 vehicles will be contacted in the near future for the return of any parts deemed obsolete as an outcome of this campaign action.

Regarding special tools currently in Retailer inventory for 1997 Generation I EV1 vehicles:

Saturn Service Engineering is in the process of reviewing the appropriate disposition and handling of any special tools specific to the 1997 Generation I EV1 vehicle. Saturn retail facilities that service 1997 Generation I EV1 vehicles will be contacted in the near future and advised of the proper disposition of special tools as an outcome of this campaign action.

SUGGESTIONS FOR ENSURING CUSTOMER ENTHUSIASM

You are aware, Saturn's historical campaign success hinges upon our ability to execute superior customer support, especially when important campaign actions such as this become necessary.

Retailers are encouraged to become fully aware of this action and to fully inform all involved Retailer members of this action. Doing so will help ensure customer satisfaction and minimize customer inconvenience. Some important customer satisfaction thought starters include:

Retailers are encouraged to cooperate fully with the requests of their assigned General Motors EV1 specialist. As EV1 specialists work through the many tasks associated with this campaign action, Retailers may receive requests for assistance on behalf of EV1 customers.

Retailers are encouraged to accept for temporary storage any 1997 Generation I EV1 vehicle. EV1 customers may elect to drop off their vehicle at your facility. It may also be necessary for an EV1 specialist to temporarily leave a vehicle at your facility for safekeeping until arrangements can be made to get it to a GM location.

Retailers are again cautioned not to charge any 1997 Generation I EV1 vehicles.

Retailers are encouraged to listen to the concerns of any 1997 Generation I EV1 customer, assist whenever and however possible, and promptly convey the customer's concerns to the General Motors EV1 specialist.

It is imperative that every effort is made to accommodate the needs of the customer. If you have questions, please contact your assigned General Motors EV1 specialist to help ensure maximum customer enthusiasm.

March, 2000

Dear 1997 Generation I EV1 Lessee:

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 all 1997 Generation I EV1 vehicles. These vehicles were produced with a charge port assembly that may fail during a charging event. If this occurs, heat could build up within the charge port and a vehicle fire could result without prior warning. Persons could suffer burn injury and property could be damaged.

To remedy this condition General Motors will refund you for lease payments covering March 2000 and beyond for your 1997 Generation I EV1 vehicle, and terminate future obligations for the same lease through GMAC (General Motors Acceptance Corporation). In addition, General Motors will reimburse you for certain expenses associated with on-going operation of the vehicle that you incurred prior to this recall letter.

What General Motors Will Do:

General Motors EV1 specialists are making arrangements for these vehicles to be returned to an authorized GM location, assist in the termination of lease obligations with GMAC (General Motors Acceptance Corporation) on your 1997 Generation I EV1 vehicle, and review and approve any refund amount due you.

What You Should Do:

Lessees of 1997 Generation I EV1s are urged to park their vehicle and immediately discontinue any and all vehicle charging. It is recommended that Lessees park their vehicle away from the charger to help prevent inadvertent use of the charging system.

If you are not satisfied that General Motors has done their best to remedy this situation without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh St., S.W., Washington, DC 20590, or call 1-800-424-9393 (Washington, DC residents use 202-366-0123).

General Motors sincerely regrets any inconvenience or concern this situation may cause you. However, these measures are necessary for the safety of our 1997 Generation I EV1 Lessees and their property.

Sincerely,

General Motors Corporation

00025

GM SERVICE OPERATIONS
DCS610
URGENT - DISTRIBUTE IMMEDIATELY

DATE: October 5, 2000

SUBJECT: 00025A - PRODUCT SAFETY CAMPAIGN
CHARGE PORT ASSEMBLY

MODELS: 1997-1998 CHEVROLET S-10 ELECTRIC TRUCKS

TO: ALL CHEVROLET DEALERS

ATTN: SERVICE MANAGER, PARTS MANAGER, AND WARRANTY
ADMINISTRATOR

00V-069

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in all 1997-1998 Chevrolet S-10 electric trucks. These vehicles were produced with a charge port assembly that may fail during a charging event. If this occurs, heat could build up within the charge port and a vehicle fire could result without prior warning. Persons could suffer burn injuries and property could be damaged.

CORRECTION

Most of these vehicles were shipped back to General Motors in March 2000 for maintenance of the batteries. As parts become available over the next three months, General Motors will ship these vehicles back to the responsible dealer. When dealers receive a vehicle, they are to replace the charge port assembly with a redesigned charge port assembly. When the correction has been performed, dealers are to wash the vehicle, and then contact the customer to arrange for pickup/delivery of the vehicle.

VEHICLES INVOLVED

Involved are all 1997-1998 Chevrolet S-10 electric trucks built within these VIN breakpoints

YEAR	DIVISION	MODEL	PLANT	FROM	THROUGH
1997	Chevrolet	S-10E	Shreveport	V8154854	V8209178
1998	Chevrolet	S-10E	Shreveport	W8100399	W8217661

NOTICE: Dealers should confirm vehicle eligibility through GMVIS (GM Vehicle Inquiry System) before beginning campaign repairs. [Not all vehicles within the

above breakpoints may be involved.]

MAILING INFORMATION

Dealer mailing will begin on October 5, 2000.

Owner mailing will begin on October 12, 2000.

GMVIS INFORMATION

GMVIS information will be available on October 6, 2000.

End Of Message

GM Service Operations