

00U-069

March, 2000

Dear Generation II, 1999 EV1 Customer:

You may have heard about the recent decision by General Motors to recall all Generation I, 1997 EV1 vehicles. We are writing to let you know what this is about and especially to let you know that your Generation II, 1999 EV1 vehicle is not involved.

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. These concerns do not relate to the Generation II, 1999 EV1s due to their uniquely different charge port design.

As you know, we place the absolute highest priority on our customers' safety and satisfaction, and we sincerely regret any concern this situation may cause. Customers of these vehicles have already been notified and General Motors is taking appropriate measures to address their immediate transportation needs. We will endeavor to ensure that this situation is addressed promptly.

We regret any concern this matter may have caused you and want to assure you that you are not affected by this current action. Also, we want you to know that we will always do our best to make sure you are completely satisfied with your Generation II, 1999 EV1.

Sincerely,

General Motors Corporation
00025

March, 2000

Dear Generation I, 1997 EV1 Customer:

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

General Motors has decided that a defect which relates to motor vehicle safety exists in all 1997 Generation I, 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.

What General Motors will do:

A General Motors specialist will be notifying you to make arrangements for your vehicle to be returned to an authorized GM location, assist in the termination of the lease on your vehicle, and discuss your immediate transportation needs.

What you should do:

Users and/or Customers of Generation I, 1997 EV1s are urged to park their vehicle and immediately discontinue any and all vehicle charging. It is recommended that customers 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, we feel that these measures are necessary to assure the safety of our Generation I, 1997 EV1 Customers and their property. We want you to know that we will do our best to provide for your immediate transportation needs.

Sincerely,

General Motors Corporation
00025

00025

(Sample Of Notification Used)

October, 2000

Dear Chevrolet Customer:

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

Earlier this year you may have been contacted by Chevrolet Motor Division about modifications needed to the charge port assembly of your S-10 electric truck. At that time you were asked to park your vehicle and discontinue all vehicle charging until the parts for the modification were available. This letter is to inform you that parts are now available to correct your charge port assembly.

Reason For This Recall: General Motors has decided that a defect which relates to motor vehicle safety exists in all 1987-1998 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.

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.

If your vehicle was shipped back to General Motors for maintenance of the battery pack, it will be shipped back to your dealer for the necessary correction. When the correction has been performed, your dealer will contact you to arrange for delivery of your vehicle. Due to parts availability, it may take up to approximately 12 weeks before your dealer contacts you.

How Long Will The Repair Take? The length of time required to perform this service correction is approximately 1/2 half a day to complete the repairs with an additional day for discharging and charging the battery pack. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed to schedule, process and repair your vehicle.

Contacting Your Dealer: If your vehicle was shipped back to General Motors, there is no need for you to contact your dealer. Your dealer will contact you when your dealer has performed the necessary correction. If you are still driving your vehicle, contact your Chevrolet dealer as soon as possible to arrange a service date. Parts are available and instructions for making this correction have been sent to your dealer. Your Chevrolet dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date

within a reasonable time, 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 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.

Courtesy Transportation: Earlier this year you were offered the use of an Enterprise rental vehicle until your vehicle was repaired. If you took advantage of this offer, contact your renting Enterprise branch office to make arrangements for the return of your rental when your dealer informs you that the necessary repairs have been made to your vehicle.

Customer Reply Card: The attached customer reply card identifies your vehicle. If you currently have 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