

U.S. Customer Notification

00063

(Sample Of Notification Used)

October, 2000

Dear Chevrolet/GMC/Oldsmobile 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 certain 2000 Chevrolet, GMC, and Oldsmobile S/T vehicles. Some of these vehicles were built with incorrect payload information on the vehicle certification label. The payload shown on the label is greater than the maximum validated payload. If the vehicle were loaded to the incorrectly labeled payload, it may not ride and handle in the manner that the driver expects. This may result in a loss of control of the vehicle or an inability to stop the vehicle within expected stopping distances. This could lead to a vehicle crash without prior warning.

What Will Be Done: A new label, directing you to your owner's manual for payload information, will be installed on the driver's door of your vehicle. Since a new label can be easily installed, and to reduce the possible inconvenience to you, we are enclosing a label and instruction on installing the label. However, if you desire, you may take the label to your dealer for installation. This service will be performed for you at no charge.

How Long Will The Repair Take? The length of time required to perform this installation, if you choose to take the label to your dealer for installation, is approximately 15 minutes. 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: Please contact your Chevrolet/GMC/Oldsmobile dealer as soon as possible to arrange a service date. Labels are available and instructions for the label installation have been sent to your dealer. Your Chevrolet/GMC/Oldsmobile 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 appropriate Customer Assistance Center at the listed number below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Oldsmobile	1-800-442-6537	1-800-833-6537

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

If, after contacting the appropriate 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.

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.

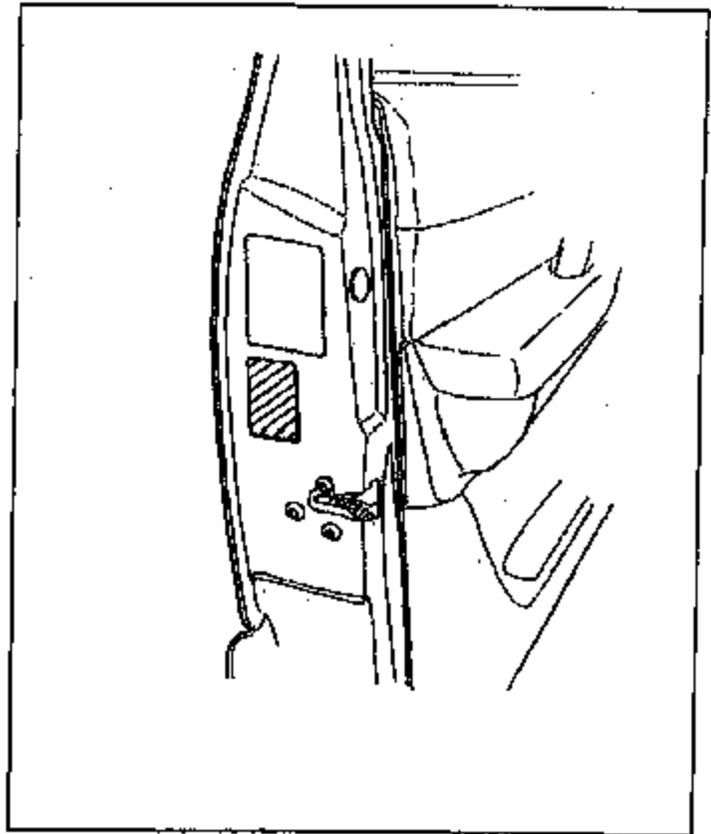
Chevrolet/Pontiac-GMC/Oldsmobile
General Motors Corporation

Enclosure

Instructions For Label Installation

The preferred area of installation of the label is beneath the certification label, however, if this is not possible due to the presence of another label, install the label as near to the certification label as possible.

1. Locate the certification label on the driver's door. Clean the surface where the label will be installed, with a suitable solvent such as 50% ISO-Propyl Alcohol. Dry the area with a clean cloth.
2. Firmly hold the label and peel the protective liner from the backside of the label, being careful not to touch or contaminate the adhesive by allowing dirt or any foreign matter to come in contact with it.
3. Carefully align the label to the surface of the driver's door. Press firmly and smooth out.
4. The label must be uniformly bonded to the entire surface.



Canadian Customer Notification

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October, 2000

Dear General Motors Customer:

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2000 Chevrolet, GMC, and Oldsmobile S/T vehicles. Some of these vehicles were built with incorrect payload information on the vehicle certification label. The payload shown on the label is greater than the maximum validated payload. If the vehicle were loaded to the incorrectly labeled payload, it may not ride and handle in the manner that the driver expects. This may result in a loss of control of the vehicle or an inability to stop the vehicle within expected stopping distances. This could lead to a vehicle crash without prior warning.

Your dealer will install a new label on the driver's door, directing you to your owner's manual for payload information. This service will be performed for you at no charge.

You may be contacted by a dealer other than the dealer who sold is currently servicing your vehicle. Please be advised that you may take your vehicle to the General Motors dealership of your choice to have the recall service work completed. Please contact your dealer as soon as possible to arrange a service date.

Ask your dealer for details regarding their availability. If the label is not in stock, it can be ordered before scheduling your service date.

This letter identifies your vehicle. Presentation of this letter to your dealer will assist their Service personnel in completing the necessary correction to your vehicle in the shortest possible time.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Customer Support Department
General Motors of Canada Limited