

GM CUSTOMER CARE AND AFTERSALES
DCS3826
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 28, 2015

Subject: Upcoming Safety Recall 15757
Under Hood Fire
Additional Information

Models: 1997-2004 Buick Regal
2000-2004 Chevrolet Impala
1998-1999 Chevrolet Lumina
1998-2004 Chevrolet Monte Carlo
1998-1999 Oldsmobile Intrigue
1997-2004 Pontiac Grand Prix
Equipped with 3.8L V6 engine (RPO L26, L32, L36 or L67)

To: All General Motors Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, and Used Vehicle Sales Manager

On October 21, 2015, dealers were advised of upcoming safety recall 15757 via GM GlobalConnect Message #GCUS-3-327. In an effort to help dealers respond to customer inquiries about this recall, this message supplements the information previously provided.

General Motors is recalling approximately 1.2 million older sedans and coupes in the U.S. from the 1997 to 2004 model years because drops of oil may be deposited on the hot exhaust manifold through hard braking, which can cause engine compartment fires. Some of these vehicles were previously repaired in earlier recalls and we are aware of some post-repair vehicle fires but no crashes or fatalities. There have been 19 reported minor injuries over the last six years. GM is finalizing a remedy for this condition.

Question and Answers

Q1. Which vehicles are involved?

A1. All 1997-2004 Pontiac Grand Prix, 2000-2004 Chevrolet Impala, 1998-1999 Chevrolet Lumina and 1998-2004 Chevrolet Monte Carlo, 1998-1999 Oldsmobile Intrigue and 1997-2004 Buick Regal equipped with a 3.8-liter V6 3800 engine. Including Canada, Mexico and exports, the total global population is 1,411,332

Q2. What is the condition that allows the oil leaks?

A2. Aging and wear to the valve cover and valve cover gasket can allow oil seepage.

Q3. Why such a large recall?

A3. Fires are occurring in some vehicles fixed using repair procedures from earlier recalls. Also, we determined that some 2004 models not previously recalled may have a similar condition.

Q4. How many fires have been reported?

A4. Approximately 1,345 fires in vehicles repaired in earlier recalls for the issue.

Q5. Are these vehicle safe to drive?

A5. This condition does not affect the safe operation of the vehicle. When the condition occurred while the car was in operation, drivers have reported seeing smoke from the engine compartment. (Approximately 85 percent of the fires in this recall occurred when no one was in the vehicle.)

Q6. Is GM recommending that the vehicle be parked outside and not in a garage or other structure until it is repaired?

A6. Yes.

Q7. GM built these vehicles for several years after 2004. Why are later models not being recalled?

A7. A material change was made to the valve cover after the 2004 model year, which reduces the risk of this condition occurring in those vehicles.

Q8. What about other models with similar engines?

A8. We investigated other models from this era and found no defect trend.

Q9. How much did the NHTSA have to do in persuading GM to conduct this recall?

A9. We have been in regular communication with the agency regarding this issue, but NHTSA did not order or request that GM conduct the recall.

Q10. What about vehicles previously recalled that have not been repaired?

A10. When available, the service procedure for earlier recalls will be altered to provide the same remedy as for this recall. And GM will issue new customer letters for unrepaired vehicles involved in earlier recalls.

Q11. When can I expect to be able to get my vehicle repaired?

A11. GM is finalizing a remedy for this condition and is making every effort to resolve this situation as quickly as possible. Customers will be notified when to bring their vehicle to a GM dealer for this repair.

Q12. Will GM provide a free rental vehicle until the required repair is completed?

A12. No. This condition does not affect the safe operation of the vehicle. However, GM recommends that the vehicle be parked outside and not in a garage or other structure until it is repaired.