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#00064G: Special Coverage (Policy) Adjustment - Electronic Diesel-Fuel Injection Pump Failure- Repair/Replace - (Apr 18, 2007)

Subject: 00064F -- Special Policy Adjustment -- Electronic Diesel-Fuel Injection Pump Failure -- Repair/Replace

Models: 1994-2002 Chevrolet and GMC C/K, G and P Model Trucks;
and 1997-1998 B7 School Bus Chassis

Equipped with 6.5L Diesel Engine (RPO L49 -- VIN Code P; RPO L56 -- VIN Code S; RPO L65 -- VIN Code F)



THIS BULLETIN IS BEING REVISED TO ADD INFORMATION TO THE DIESEL EFI DIAGNOSTIC WORKSHEET FOR THE FUEL TEMPERATURE SENSOR, AND ADD INFORMATION TO THE SERVICE PROCEDURE. PLEASE DISCARD SPECIAL POLICY BULLETIN NUMBER 00064F, DATED SEPTEMBER 2004.

Condition

Some customers of 1994-2002 Chevrolet and GMC C/K, G and P model trucks; and 1997-1998 B7 school bus chassis, equipped with a 6.5L diesel engine (RPO L49-VIN Code P; RPO L56-VIN Code S; or RPO L65-VIN Code F), may experience a failure of the electronic diesel fuel injection pump.

Special Policy Adjustment

This special policy covers the condition described above for a period of eleven (11) years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. Damage from poor quality or incorrect grade diesel fuel, and gasoline or water contamination, is not covered under the terms of the 6.5L diesel warranty.

This special policy applies **ONLY** to electronic diesel-fuel injection pump repairs and/or replacement as a result of *injection pump failure*. The pump repair or replacement will be made at *no charge* to the owner. This Special Coverage does not cover: glow plugs, turbocharger wear, low compression engines or PCM/PCM wiring conditions.

Fuel quality may cause driveability problems such as hesitation, lack of power, stall, no start, etc. For best results, use Number 2-D diesel fuel year-round (above and below freezing conditions) as oil companies blend Number 2-D fuel to address climate differences. Number 1-D diesel fuel may be used in very cold temperatures (when it stays below -18°C (0°F)); however, it will produce power and fuel economy loss. The use of Number 1-d fuel in warm or hot climates may result in stalling, poor starting when the engine is hot and may damage the fuel injection system. For further detail related to Fuel System Specifications, refer to SI.

Vehicles Involved

Involved are all 1994-2002 Chevrolet and GMC C/K, G and P model trucks, and 1997-1998 B7 school bus chassis, equipped with 6.5L diesel engine (RPO L49-VIN Code P; RPO L56-VIN Code S or RPO L65-VIN Code F) and built from Start of Production to End of Production, which begins and ends with the following VIN breakpoints:

Year	Division	Model	Plant	From	Through
1994	Chevrolet	C/K	Pontiac East	RE100001	RE314500
1994	Chevrolet	C/K	Janesville	RJ100001	RJ447579
1994	Chevrolet	C/K	Oshawa	R1100005	R1328172
1994	Chevrolet	G	Flint	RF100012	RF189802
1994	Chevrolet	P	Detroit	R3302491	R3329026
1994	GMC	C/K	Pontiac East	RE5000001	RE566607
1994	GMC	C/K	Janesville	RJ500608	RJ772059
1994	GMC	C/K	Oshawa	R1500001	R1593861
1994	GMC	G	Flint	RF500014	RF536298
1994	GMC	P	Detroit	R3502011	R3502248
1995	Chevrolet	C/K	Pontiac East	SE100004	SE284717
1995	Chevrolet	C/K	Flint	SF000001	SF253488
1995	Chevrolet	C/K	Silao	SG100468	SG120859
1995	Chevrolet	C/K	Janesville	SJ100014	SJ464646
1995	Chevrolet	C/K	Fort Wayne	SZ140203	SZ289914

1995	Chevrolet	C/K	Oshawa	S1100009	S1307916
1995	Chevrolet	G	Flint	SF100013	SF251904
1995	Chevrolet	P	Detroit	S3300002	S3332496
1995	GMC	C/K	Pontiac East	SE500003	SE550508
1995	GMC	C/K	Flint	SF000003	SF558851
1995	GMC	C/K	Silao	SG500007	SG507987
1995	GMC	C/K	Janesville	SJ500008	SJ757084
1995	GMC	C/K	Fort Wayne	SZ529887	SZ571159
1995	GMC	C/K	Oshawa	S1500004	S1592733
1995	GMC	G	Flint	SF500001	SF558919
1996	Chevrolet	C/K	Pontiac East	TE100004	TE269737
1996	Chevrolet	C/K	Flint	TF000002	TF021516
1996	Chevrolet	C/K	Silao	TG100001	TG170268
1996	Chevrolet	C/K	Janesville	TJ100002	TJ427468
1996	Chevrolet	C/K	Fort Wayne	TZ100005	TZ234225
1996	Chevrolet	C/K	Oshawa	T1100021	T1257012
1996	Chevrolet	G	Wentzville	T1000028	T1044573
1996	Chevrolet	P	Detroit	T3300001	T3316738

1996	GMC	C/K	Pontiac East	TE500001	TE555590
1996	GMC	C/K	Flint	TF000016	TF021520
1996	GMC	C/K	Silao	TG500002	TG522296
1996	GMC	C/K	Janesville	TJ501167	TJ756815
1996	GMC	C/K	Fort Wayne	TZ500003	TZ547753
1996	GMC	C/K	Oshawa	T1502467	T1563753
1996	GMC	G	Wentzville	T1000027	T1044602
1997	Chevrolet	C/K	Pontiac East	VE100017	VE275352
1997	Chevrolet	C/K	Flint	VF000001	VF057487
1997	Chevrolet	C/K	Silao	VG100003	VG191303
1997	Chevrolet	C/K	Janesville	VJ100013	VJ444674
1997	Chevrolet	C/K	Fort Wayne	VZ100013	VZ257139
1997	Chevrolet	C/K	Oshawa	V1100010	V1165397
1997	Chevrolet	G	Wentzville	V1000006	V1108654
1997	Chevrolet	P	Detroit	V3300003	V3317721
1997	Chevrolet	B7	Janesville	VJ108462	VJ108683
1997	GMC	C/K	Pontiac East	VE500009	VE563529
1997	GMC	C/K	Flint	VF000008	VF057473

1997	GMC	C/K	Silao	VG500003	VG528190
1997	GMC	C/K	Janesville	VJ500022	VJ764137
1997	GMC	C/K	Fort Wayne	VZ500309	VZ553960
1997	GMC	C/K	Oshawa	V1500517	V1523484
1997	GMC	G	Wentzville	V1000007	V1108854
1997	GMC	B7	Janesville	VJ500029	VJ517055
1998	Chevrolet	C/K	Pontiac East	WE100006	WE253899
1998	Chevrolet	C/K	Flint	WF000009	WF073334
1998	Chevrolet	C/K	Silao	WG100013	WG151225
1998	Chevrolet	C/K	Janesville	WJ100001	WJ379671
1998	Chevrolet	C/K	Fort Wayne	WZ100001	WZ270275
1998	Chevrolet	G	Wentzville	W1000013	W1110141
1998	Chevrolet	P	Detroit	W3300001	W3318796
1998	Chevrolet	B7	Janesville	WJ103250	WJ113383
1998	GMC	C/K	Pontiac East	WE500010	WE558352
1998	GMC	C/K	Flint	WF000064	WF073312
1998	GMC	C/K	Silao	WG500005	WG516012
1998	GMC	C/K	Janesville	WJ500025	WJ736241

1998	GMC	C/K	Fort Wayne	WZ500136	WZ549594
1998	GMC	G	Wentzville	W1000185	W1110237
1998	GMC	B7	Janesville	WJ503182	WJ521799
1999	Chevrolet	C/K	Flint	XF00001	XF100187
1999	Chevrolet	C/K	Silao	XG100182	XG268451
1999	Chevrolet	C/K RHD	Silao	XG950213	XG950601
1999	Chevrolet	G	Wentzville	X1000010	X1161897
1999	Chevrolet	P	Detroit	X3300005	X3308000
1999	GMC	C/K	Flint	XF000003	XF100195
1999	GMC	C/K	Silao	XG500002	XG552078
1999	GMC	G	Wentzville	X1000020	X1161979
2000	Chevrolet	C/K	Flint	YF400001	YF520997
2000	Chevrolet	G	Wentzville	Y1100001	Y1279981
2000	GMC	C/K	Flint	YF400004	YF521003
2000	GMC	G	Wentzville	Y1100033	Y1279956
2001	Chevrolet	C/K	Toluca	1M100001	1M118806
2001	Chevrolet	G	Wentzville	11100004	11246091
2001	GMC	C/K	Toluca	1M100010	1M118767

2001	GMC	G	Wentzville	11100033	11245992
2002	Chevrolet	C/K	Toluca	2M100002	2M116925
2002	Chevrolet	G	Wentzville	21100001	21247739
2002	GMC	C/K	Toluca	2M100004	2M116944
2002	GMC	G	Wentzville	21100117	21247317

Parts Information

Support parts required to complete this repair are to be obtained from General Motors Service Parts Operations (GMSPO).

Part Number	Description	Qty/ Vehicle
Exchange Program - U.S. & Canada Only	Pump, Diesel Injection	1
10137486	Gasket, Injection Pump (All)	1
10137537	Gasket, Upper Intake Manifold (94-00 C/K)	1
12531704	Kit, Intake Manifold Gasket (All; right & left sides)	1
10191427	Gasket, EGR Valve (94-98 C/K only w/L56)	1
10211661	Gasket, Upper Intake (96-00 G van w/L65)	2
12456133	Seal, O Ring (96-00 G van w/L65)	1
10191430	Gasket, Upper Air Cleaner (94-95 G van w/L49)	1

12561591	Valve, Fuel Shutoff Sol	1, if req'd
19207721	Driver Kit, F/Pmp Mdl	1, if req'd

Customer Notification

General Motors will notify customers of this special policy on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly.)

Pump Replacement -- Israel Only

Follow current in-country procedure.

Pump Replacement/Repair -- International Countries (except Israel)

Follow current in-country procedure.

Pump Replacement/Exchange Program -- For U.S. and Canada Only

Important: Do NOT order the pump through GMSPO or a Stanadyne dealer.

Important: Replacement gaskets, the engine shut-off solenoid and the pump mounted driver are listed in the Parts Information table of this Special Policy Bulletin.

The following information describes the exchange procedure that should be followed if the electronic diesel fuel injection pump requires removal under this Special Policy. Replacement procedure differs between the electronic and mechanical pump models.

Important: DO NOT REMOVE THE INJECTION PUMP. PROPER DIAGNOSTICS MUST BE PERFORMED PRIOR TO CALLING 1-877-446-8227. THIS INCLUDES VERIFICATION OF THE CUSTOMER CONCERN, PERFORMING SERVICE MANUAL DIAGNOSTICS IN SI, RECORDING THE VALUES, EFI WORKSHEET AND CHECKING FOR FUEL QUALITY.

Electronic Pump (DS Model) Engine VIN Code F, P, S

If diagnostics indicate that the electronic fuel injection pump cannot be repaired by the dealership, call 1-877-446-8227 to request an electronic fuel injection pump. THE INJECTION PUMP IS NOT TO BE OBTAINED FROM A STANADYNE DEALER OR GMSPO, OR ANY OTHER ENTITY. For 1994 L65 vehicles built between SOP (Start of Production) and approximately January 15, 1994, make sure to identify the vehicle's pump model.

Service Procedure -- Israel Only

Follow current in-country procedure.

Service Procedure -- International Countries (Except Israel)

Follow current in-country procedure.

Service Procedure -- U.S. and Canada Only

- Check the Vehicle Inquiry System (GMVIS) for in-service date and warranty blocks.
- Prior to removal and request of an injection pump, perform diagnostics based on symptom or Diagnostic Trouble codes (DTCs). For 1998 or older vehicles, use the 1998 Service Information. For 1999 and newer vehicles, use the applicable service information for that year. Always utilize the Diesel EFI Diagnostic Worksheet for all involved model years.
- Complete the entire Diesel EFI Diagnostic Worksheet by recording the values of the diagnostics performed. Photocopy the Diesel EFI Diagnostic Worksheet form and attach the form to the repair order hard copy. When a defective injection pump return is requested, the repair order and Diagnostic Worksheet must be returned with the defective injection pump.
- Call 1-877-446-8227 to request an exchange pump. Dealer code, parts dealer code, vehicle information and results of the diagnostics will be required. On 1994 vehicles, the model number of the injection pump and PROM identification currently installed on the truck will be required. The model number is located on a tag which is attached to the rear of the pump. If model number 5068 is not available, another pump model will be assigned with a PROM update. *On 1995-02 vehicles, the serial number and model number of the injection pump currently on the truck will be required.*
- Record the serial number of the removed defective injection pump on the warranty repair order.
- Once a request is approved, the injection pump will be shipped to the dealership within 24 hours (the next business day). These pumps will be shipped at NO CHARGE to GM dealers and are to be used on vehicles within the 11 years/120,000 miles (193,000 km) Special Policy and diesel warranty.

Important: Injection pumps received under this Special Policy have a serial number assigned and tracked to a specific VIN and TAC case. These numbers are printed on the package label or packing slip. Parts numbers for Special Policy pumps are also different than injection pumps purchased from GMSPO. It is imperative that technicians only install Special Policy Injection pumps on the assigned vehicle (registered TAC case). If a Special Policy pump will not be installed in the assigned vehicle, call 1-877-446-8227 for disposition of the injection pump.

- Record the serial number of the new injection pump on the warranty repair order.
- Hold all defective injection pumps with a copy of the repair order and a copy of the Diagnostic Worksheet form until the Special Policy warranty claim has been paid. A Corporate Parts Return Request will be generated. (Refer to Corporate Parts Return SI Bulletin 99-00-89-019B. All associated failed parts for claims paid under this Special Coverage, including the defective diesel injection pump, will be returned to the Warranty Parts Center (WPC).

Important: Failure to retain the defective pumps as required above violates the General Motors Service Policies and Procedures, Article 1.7, with a minimum of \$800 (US) debit. Removed defective injection pumps ARE NOT to be sold by the dealer for remanufacturing, rebuilding or scrap. Under no circumstances are the injection pumps to be installed on any vehicle, sold at retail, or used in any other application.

- The defective diesel injection pump metal identification tag must remain attached to the injection pump to avoid a claim debit.
- All components must remain on the defective diesel injection pump, including: pump-mounted driver, electric fuel shut-off solenoid, stepper motor, etc. in order to avoid a claim debit.
- The servicing dealer is authorized to submit a Special Policy warranty claim for pump replacement labor time, plus 0.2 hour administration, and a \$45 handling charge in the net amount column of the warranty claim. (See Claim Table ***)

Important: Damage from poor quality or incorrect diesel fuel, or gasoline or water contamination is not covered under the terms of the 6.5L diesel warranty. For proper diagnostics, refer to SI Bulletin 99-06-04-047A in order to determine if the vehicle fuel system contains metal contamination. Be sure to complete the correction for vehicle fuel system metal contamination before installing the new electronic diesel fuel injection pump.

DIESEL EFI DIAGNOSTIC WORKSHEET

VIN#:

Technical Assistance Case No:

Parts Dealer Code:

Customer Complaint and/or DTCs:

Pump Serial Number from Tag on Pump:

Pump Part Number from Tag on Pump:

Number of Times in for the same condition:

Number of days vehicle has been in dealership:

Does the vehicle have any aftermarket accessories?

Can the complaint be duplicated?

Have any parts been replaced?

Have bulletins been checked?

Injr Pulse Width (for 1994-95):

Injr Close Time (for 1996-02):

TDC Offset:

Fuel Quality from fuel filter:

API =

Is fuel contaminated? Yes No

Fuel level 1/4 1/2 3/4 full single or dual tanks:

Fuel pressure:

Fuel rate @ idle: mm

Timing (actual vs desired):

Fuel temperature sensor voltage/temperature: Normal voltage is 1.58 volts at 35°C (95° F). As the engine warms up, the voltage should lower (varies with temperature - high temperature equals low voltage and low temperature equals high voltage). Use a digital multimeter (1994-1996) or a scan tool (1997-2002) and measure the voltage across the fuel temperature signal (CKT 1578) and the sensor ground circuit at the sensor harness connector. What is the voltage and temperature?

Voltage:

Temperature:

1994 PROM I/D:

IF A DTC IS SET, PERFORM THE DIAGNOSTIC STEPS FROM SI AND RECORD THE VALUES HERE:

DTC cross-reference for 1994-95 = 1996-02

Values

- 17 = P0370 Timing Reference High Resolution
- 18 = P0251 Injection Pump Cam Sensor Circuit
- 19 = P0335 Crankshaft Position (CKP) Sensor Circuit
- 34 = P0216 Injection Timing Control Circuit
- 35 = P1216 Fuel Solenoid Response Time Too Short
- 36 = P1217 Fuel Solenoid Response Time Too Long
- 56 = P1218 Injection Pump Calibration Circuit
- 78 = P0236 Turbocharger Boost System Performance
- 88 = P1214 Injection Pump Timing Offset

IF NOT DTC IS STORED, FOLLOW DRIVEABILITY SYMPTOM IN SI

NOTE: Remember that Passlock is used on 1998 and newer trucks. Do not replace the Powertrain Control Module (PCM), Fuel Pump, etc. prior to performing appropriate service manual diagnostics.

Claim Information

Submit a Special Policy Claim with the information indicated below:

Repair Performed	Part Count	Part No.	Parts Allow	CC -FC	Labor Op	Labor Hours	Net Item
Replace diesel injection pump	--	--	*	MK -95	T-5550		***

C/K Truck With A/C With EGR (VIN S-L56)					T-5607**	3.2 Add: 0.9 Add: 0.2	
G Van 94-96 (Classic Body) With A/C						3.6 Add: 0.2	
G Van 96-02 (New Body) With A/C						5.2 Add: 0.9	
P Truck, B7 Series 94-95; 97-00 Non-Turbo With A/C						3.2 Add: 0.2	
P Truck 94 Turbo With A/C						4.2 Add: 0.2	
P Truck, B7 Series 95-00 Turbo With A/C						2.9 Add: 0.2	
Admin Allowance						Add: 0.2	
Diagnostics						Add: 0.3-2.0	
Replace Electronic Shut Off Solenoid	1	12561591	*	MK-95	T-5551		****
C/K Truck, P Truck, B7 Series						0.2	
G Van						0.8	
Replace Pump Mounted Driver	1	12562836 or	*	MK-95	T-5552		****

C/K, P Truck, B7 Series		19207721				2.7	
G Van						4.1	
Diagnostics						Add: 0.0-0.3	
with EGR (VIN S-L56)						Add: 0.2	
Reimbursement for previous diesel pump repair or replacement	NA	NA	NA	MK-95	T-5553	0.2 Administrative labor hours	*****

* -- The "Parts Allowance" should be the sum total of the current GMSP0 Dealer Net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for gasket and pump parts from SPO needed to complete the repair.

** -- *IPC Dealers (GM ODC) should use only T-5607 for diesel pump replacement. this is a change from the previously published bulletin.*

*** -- The amount identified in the "Net Item" column should represent the sum total of authorized expense items needed to perform the required repairs, plus a \$45 handling charge.

**** -- The amount identified in the "Net Item" column should represent the sum total of authorized expense items needed to perform the required repairs.

***** -- The amount identified in the "Net Item" column should represent the total customer reimbursement amount.

Customer Reimbursement - For US

All customer requests for reimbursement for previous repairs for the special policy condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Special Policy Customer Reimbursement Procedure Form is included with the customer letter.

Important: Refer to the GM Service Policies and Procedures Manual, section 1.6.12, for specific procedures regarding customer reimbursement and the form.

Customer Reimbursement - For Canada

Customer requests for 2002 model year reimbursement of previously paid repairs to correct the diesel injection fuel pump are to be submitted prior to or by September 30, 2005. Repairs must have occurred within the 11 years of the date the vehicle was originally placed in service, or 193,000 km, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- The original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

If the work was done by someone other than a GM dealership, the amount of reimbursement will be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.

GENERAL MOTORS PRODUCT PROGRAM CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this special policy condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check from General Motors.
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at:

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583

GENERAL MOTORS PRODUCT PROGRAM CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT
Date Claim Submitted:

Vehicle Identification Number (VIN):

Mileage at Time of Repair:

Date of Repair:

Claimant Name (please print):

Street Address or PO Box Number:

City, State, ZIP Code:

Daytime Telephone Number (include Area Code):

Evening Telephone Number (include Area Code):

Amount of Reimbursement Requested: \$

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.

(copy of front and back of cancelled check, or copy of credit card receipt.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this special policy.

Claimant's Signature:

Please mail this claim form and the required documents to:

General Motors Corporation

P.O. Box 33170

Detroit, MI 48232-5170

All recall reimbursement questions should be directed to the following number: 1-800-204-0261.

September 2004

Dear General Motors Customer:

As the owner of a 1994-2002 Chevrolet or GMC C/K, G or P model truck, or 1997-1998 B7 school bus, equipped with a 6.5L diesel engine, your satisfaction with our product is very important to us. Your vehicle was provided with a new vehicle warranty, which covers certain parts of your vehicle for a specified period. These warranties are of considerable value to you if you should experience problems with your vehicle.

Some owners of 1994-2002 Chevrolet and GMC C/K, G or P model trucks, and 1997-1998 B7 school bus chassis, equipped with a 6.5L diesel engine have experienced a failure of the electronic fuel injection pump. Failure of the pump can cause complaints of poor performance or hard/no start, hesitation, as well as illumination of the "Service Engine Soon" light.

This is not a recall. Do not take your vehicle to your General Motors dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done

General Motors is providing owners with additional protection for the electronic diesel injection pump. If a pump failure occurs on your 1994-2002 Chevrolet or GMC C/K, G or P model truck, or 1997-1998 B7 school bus chassis within eleven (11) years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at *no charge*. Damage from poor quality or incorrect grade diesel fuel, and gasoline or water contamination is not covered under the terms of the 6.5L diesel warranty or this special policy. This special policy applies **ONLY** to electronic diesel fuel injection pump repairs and/or replacement as a result of injection pump failure.

What You Should Do

Repairs and adjustments qualifying under this special coverage must be performed by a GM dealer. You may want to call the service department at the dealership to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for your. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glovebox literature for future reference.

Reimbursement

The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special policy condition.

If the work was done by a Stanadyne dealer or other service establishment, other than a GM dealership, you may not be eligible for reimbursement. Your dealer will review the case for

reimbursement consideration. The amount of reimbursement will generally be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below. The Customer Assistance Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Espanol	1-800-496-9993	
Virgin Islands	1-800-496-9994	
Guam	1-671-648-8650	

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

General Motors Corporation

Enclosure

00064F

GM 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 GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION