



July 10, 2002

GM Service and Parts
Operations

General Motors Corporation
6200 Grand Pointe Drive
PO Box 6020
Grand Blanc, MI 48439

Dear Collision Repairer,

Earlier this year General Motors conducted tests on non-OEM "certified" fenders and hoods to determine if they met the GM engineering standards and specifications required for our production and service parts. At the same time, we tested the corresponding replacement fenders and hoods made by General Motors. Late model, high volume, Pontiac Grand Am parts were tested. The test results showed that the non-OEM parts don't measure up to GM's engineering requirements in the materials used, their assembly, fit or finish. Please take a moment to review the results of our findings.

The bottom line is that despite their "certification", the non-OEM hoods and fenders tested were of inferior quality and were unacceptable for GM production or service replacement parts use. Some of the key findings of the report are:

- When placed on GM checking fixtures for dimensional accuracy, the non- OEM hoods and fenders displayed unacceptable fit conditions, averaging 33.9% out- of- specification at the probe checks.
- 23.7% of the welds on the non- OEM hoods had insufficient weld integrity. Mastic contact averaged 29.6% below GM specifications. No adhesive was used at the periphery hem.
- Material strength and hardness testing revealed that the GM hood was ~40% stronger and ~80% harder than the non- OEM hood. The non- OEM hoods were manufactured with a merchant quality, ultra low carbon, interstitial free (IF) steel.
- Static Dent Tests performed to the SAE standard (J2575) industry procedure showed that the non- OEM hood performed, on average, at 42% of the GM hood. GM uses bake hardenable alloy steel which, combined with thermal processing during ELPO, increases hardness and dent resistance.
- As compared to the GM part, the non- OEM hoods had ½ the electrocoat primer (ELPO) and 24% less zinc galvanized coating on the outer surface, failing to meet GM minimum engineering requirements.

Enclosed for your information are the GM test report, a Consumer Parts Test Brochure summarizing the findings of the test results and an order form for additional copies of the consumer brochure, available to you at no charge. We believe that the customer should be informed of and consent to the type of parts used to repair their collision-damaged vehicle.

General Motors and our Dealers thank you for your continued patronage and use of genuine GM collision parts.

Sincerely,

James K. Dalton
General Product Manager

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