



Owner Notification Program
ONP 2006-01

November 8, 2006

Issue:

Some early production Gateway^{AI} (combined high idle and interlock system) modules may not initialize (a.k.a. “wake-up”) when the vehicle ignition is turned on. This condition will prevent the driver from being able to shift the vehicle out of the Park position or allow the vehicle to enter into high idle mode.

Effectuated Units:

Part # GTWY401-A1
Firmware 1.0 and 2.0

Action:

If you have one of the units listed above, InterMotive will send you a replacement module with the latest firmware version and have you return the module currently installed in your vehicle. The replacement module will carry a new 2 year/unlimited mileage warranty (starting from the ship date).

If you have a vehicle that exhibits this condition, turn the key to the “off” position, disconnect the “Data Link” harness from the Gateway^{AI} module (see photo), wait 5 seconds and reconnect the harness. This procedure should provide at least a temporary, if not permanent, fix. However, please contact InterMotive for an updated module.



Process:

- Check the Gateway^{AI} module sticker to determine if you have a module covered by ONP 2006-01
- If the module has the part # and firmware listed above, write down the **part #, serial #, firmware and calibration code**
- Call InterMotive at 1-800-969-6080 and ask for Debbie Cabrera; please be prepared to provide the module information and “ship to” address or fax the attached form to Debbie at 530-346-1812;
- Debbie will confirm with you that your module falls within the parameters of this ONP, and if so
 - InterMotive will issue you an RGA #, send you a module via UPS Ground, and include a pre-paid shipping label for you to use in returning the original module
 - Use the same box to return the original module - attach the pre-paid label and write the RGA # on the outside of the box

Timing:

This ONP is effective through 1/31/07. After 1/31/07, normal warranty replacement policies will apply.

Additional:

If the original module is returned to InterMotive within three weeks of the replacement module shipping date, InterMotive will reimburse the customer \$24 to help offset the cost of changing the module.

A "Frequently Asked Questions" (FAQ) document is attached to provide additional information.

Questions:

Please call InterMotive at 1-800-969-6080.

Technical Bruce Hodge
Procedurals Debbie Cabrera