Owner Notification Program
ONP 2007-01

May 9, 2007

Issue:
Some early production Interlock by InterMotive (wheelchair interlock) modules may go into a fault mode if vehicle battery voltage drops below 7.5 volts. This can occur when the battery voltage is low and the engine is cranked, while other accessories are on. (Such as brake lamps). In this fault mode, the module may not lock the shifter when the lift door is opened.

Affected Units:
Part #: LOCK601-GD
Vehicle Application: 2005-2007 Chevy 610 (Express)
Serial #'s: LK601-1001 to LK601-1068 (All units were shipped prior to 5/5/2007)

Action:
If you have one of the units listed above, InterMotive will send you a replacement module with an updated 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 that meets the Part # and Serial # criteria, ensure vehicle battery is fully charged prior to use and contact InterMotive for an updated module.

Process:
- Verify that your vehicle is a 2005-2007 Chevy 610 (Express)
- Verify that the vehicle has an InterMotive LOCK601-GD wheelchair interlock installed. This model will not have any display mounted to the dashboard. The module will typically be installed behind the lower dash panel below the steering column.
- Check the silver label on the side of the module to determine if you have a module covered by ONP 2007-01
- If the module has the part # and serial # listed above, write down the **part #** and **serial #.**
- Call InterMotive at 1-800-969-6080 and ask for Debbie Cabrera; please be prepared to provide the module information and "ship to" address <u>or</u> 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 9/1/07. After 9/1/07, 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

986 So. Canyon Way *www.intermotive.net* *Phone: (530) 346-1801*
Colfax, CA 95713 *Fax: (530) 346-1812*

Owner Notification Program FAQ's

ONP 2007-01

Frequently Asked Questions

What product is affected by this ONP?
InterLock by InterMotive. Part # LOCK601-GD for 2005-2007 Chevy 610 (Express).

Why is InterMotive issuing this ONP?
Some early production Interlock by InterMotive (wheelchair interlock) modules may go into a fault mode if vehicle battery voltage drops below 7.5 volts. This can occur when the battery voltage is low and the engine is cranked, while other accessories are on. (Such as brake lamps). In this fault mode, the module may not lock the shifter when the lift door is opened. While the percentage of modules produced with this firmware that are exhibiting this issue has been small, InterMotive is offering to update the module to prevent possible issues in the future.

How do I know if my InterLock is involved in this ONP??
There is a silver label on the side of the module. It has the Part # and Serial # on it. The Part # is LOCK601-GD and the affected serial #'s are from LK601-1001 to LK601-1069. If you are still not sure, contact Debbie Cabrera at InterMotive at 800-969-6080 for clarification.

Where is the module located?
The module should be mounted behind the lower dash panel below the steering column.

Will I receive a brand new replacement module?
Yes.

What type of warranty will I have?
All replacement modules under this ONP will receive a new two-year, unlimited mileage warranty starting from the date of shipment of the replacement module to the customer.

Is labor covered?
InterMotive will pay $24 per module being replaced, if the old module is returned to InterMotive within 3 weeks of the replacement module being sent out.

Do I have to pay to ship the old module to InterMotive?
No. InterMotive will provide a pre-paid UPS shipping label and you should be able to re-use the box that the replacement module was sent in.

Can I get the replacement unit shipped via "overnight" service?
Yes. However, InterMotive will only cover the amount equal to UPS Ground.

How long do I have to take advantage of this ONP?
Every customer who contacts InterMotive by 9/1/07 with an eligible module will be covered by this ONP. Those who contact InterMotive on/after 9/1/07 should follow normal warranty replacement procedures.

How do I install and verify that the new module is connected properly and working?
Refer to the installation instruction included with the module.

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Owner Notification Program 2007-01
Fax Form

Customer		
Contact Name		
"Ship To"		
	Street Address	
	City	
	State / Zip	
Phone #		
Fax #		
E-mail		
Information from Module		
	Part #	
	Serial #	

Please refer to ONP 2007-01 and fax this document to Debbie Cabrera at 530-346-1812. She will verify that your module qualifies for this program and contact you with an RGA # and ship a replacement module to you.

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