

October 2008

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect that relates to motor vehicle safety exists in certain 2008 Buick Enclave, and 2007-2008 GMC Acadia and Saturn Outlook vehicles currently or previously registered in areas with moderate to heavy annual snowfall. These areas are listed below.

| | | | |
|----------------------|---------------|---------------|---------------|
| Canada | Indiana | Nebraska | South Dakota |
| Alaska | Iowa | New Hampshire | Utah |
| Colorado | Maine | New Jersey | Vermont |
| Connecticut | Maryland | New York | West Virginia |
| Delaware | Massachusetts | North Dakota | Wisconsin |
| District of Columbia | Michigan | Ohio | Wyoming |
| Idaho | Minnesota | Pennsylvania | |
| Illinois | Montana | Rhode Island | |

As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

I M P O R T A N T

- Your vehicle is involved in safety recall 08091.
- Schedule an appointment with your GM dealer/retailer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

If a buildup of snow or ice on the windshield or on the wipers restricts the movement of the wiper arm, the windshield wiper linkage may become detached from the motor shaft and the wipers may become inoperative. If this were to occur, driver visibility could be reduced, which could result in a vehicle crash.

What will we do?

Your GM dealer/retailer will install a new wiper crank arm, driver's side link, and a crank arm nut. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer/retailer will need your vehicle longer than the actual service correction time of approximately 45 minutes.

If your vehicle is within the New Vehicle Limited Warranty your dealer/retailer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership/facility for this repair. Please refer to your Owner's Manual and your dealer/retailer for details on courtesy transportation.

What should

You should contact your GM dealer/retailer to arrange a service

you do? appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer/retailer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

Do you have questions? If you have questions or concerns that your dealer/retailer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below. More information about this recall can be found at the Owner Center at MyGMLink, <http://www.gm.com/recall>

| Division | Number | Text Telephones (TTY) |
|----------|----------------|-----------------------|
| Buick | 1-866-608-8080 | 1-800-832-8425 |
| GMC | 1-866-996-9463 | 1-800-462-8583 |
| Saturn | 1-800-972-8876 | 1-800-833-6000 |

If after contacting your dealer/retailer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
08091