

December 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 2009 model year Chevrolet Captiva Sport and Saturn VUE vehicles. 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 08389.
- Schedule an appointment with your GM dealer/retailer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have been built with an incorrect right and/or left front steering knuckle. As a result of the incorrect knuckle and resulting inadequate clearance, the tie rod ball stud could pull out of, or fracture the tie rod housing. This could cause the tie rod to separate from the knuckle. Although steering control of the vehicle could be maintained after a tie rod separation by the unaffected wheel on smooth roads or during light braking, with more significant suspension or braking inputs, the affected wheel could turn out and skid. If a vehicle built with two incorrect steering knuckles had both tie rods separate at the same time, steering control of the vehicle would be lost and a crash could occur without warning.

What will we do?

Your GM dealer/retailer will inspect the steering knuckles, and if necessary, replace the steering knuckle(s) and tie rod(s). 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 inspection time of approximately 20 minutes. If a replacement is required, an additional 1 hour and 50 minutes to 2 hours and 55 minutes will be needed.

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 do?

You should contact your GM dealer/retailer to arrange a service 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 your vehicle can be found at the Owner Center at www.gmownercenter.com.

Division	Number	Text Telephones (TTY)
Saturn	1-800-972-8876	1-800-833-6000
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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
08389