



gm_gmssg_q01
<nobody@GM.COM>
10/08/2009 05:30 AM

To joy.m.hotchkiss@GM.COM
cc
bcc
Subject Internal notification for: G_0000039956 09041A / 09077A -
Noncompliance Recalls - Retraction Letter

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Date: 10/08/2009 Ref. number: Service / Field Action / G_0000039956
Subject: **09041A / 09077A - Noncompliance Recalls - Retraction Letter**

GM SERVICE AND PARTS OPERATIONS

DCS2306

URGENT - DISTRIBUTE IMMEDIATELY

Date: October 9, 2009

Subject: 09041A / 09077A – Noncompliance Recalls
Shift Lever Indicator May Not Display Correct Gear
Retraction Letter Mailed to Certain Customers

Models: 2009 Buick Enclave
2009 Chevrolet Cobalt, HHR, Malibu, Traverse
2009 GMC Acadia
2009 Pontiac G5, G6
2009 Saturn AURA, OUTLOOK

To: All Buick, Chevrolet, GMC, Pontiac Dealers and Saturn Retailers

Attention: Service Manager and Warranty Administrator

General Motors released Noncompliance Recalls 09041 and 09077 in March 2009 and July 2009 respectively. They were both subsequently amended to expand the involved vehicle population and update other important information. These changes were comprehended in Bulletin 09041A and Bulletin 09077A which remain active and available in eSI. The purpose of this message is to advise of another adjustment to these field actions.

Upon further investigation, we have determined that certain vehicles originally included in these recalls were not built with the shift cable assembly that is being recalled. Consequently, recall notification letters were erroneously sent to those customers. Approximately 8,000 customers are affected.

To correct this situation, we are mailing a retraction letter to each customer on October 8, 2009. The letter explains our mistake and that the shift cable assembly in their vehicle is no longer suspect. It also apologizes for any inconvenience or concern our error may have caused. A generic copy of the letter is attached to this message for your immediate reference.

Additionally, the corresponding recall information displayed in GMVIS has also been modified to show a "closed" status (with no associated paid claim) for each vehicle affected by this error unless, of course, the recall repair was completed prior to this manual correction.

END OF MESSAGE

GM SERVICE AND PARTS OPERATIONS

Message Attachment(s):

 [09041-77 Generic Retraction Letter.pdf](#) Acrobat PDF (6.833KB)

09041A / 09077A Retraction Letter

Contact Loren Rusk
name:

E-Mail: loren.rusk@gm.com

Departm Service - Brand Quality
ent:

Phone:

Intended Sales Management, Parts Manager, Warranty Administrator, Service Manager, New
roles: Vehicle Sales Manager, General Manager

Archives 04/08/2010

Expires: 10/08/2011

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