

March 2009

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 certain 2009 model year Buick Enclave; Chevrolet Cobalt, HHR, Malibu, Traverse; GMC Acadia; Pontiac G5, G6; and Saturn AURA and OUTLOOK vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 102 , "Transmission Shift Position Sequence, Starter Interlock, and Transmission Braking Effect", and Standard 114, "Theft Protection and Rollaway Prevention". As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## **IMPORTANT**

- Your vehicle is involved in recall 09041.
- Schedule an appointment with your GM dealer/retailer.
- This service will be performed for you at **no charge**.

### **Why is your vehicle being recalled?**

The transmission shift cable adjustment clip on your vehicle may not be fully engaged. If the clip is not fully engaged, the shift lever and the actual position of the transmission gear may not match. With this condition, the driver could move the shifter to PARK and remove the ignition key, but the transmission gear may not be in PARK. The driver may not be able to restart the vehicle and the vehicle could roll away after the driver has exited the vehicle, resulting in a possible crash without prior warning.

### **What will we do?**

Your GM dealer/retailer will inspect and ensure that the shift cable adjustment clip is fully engaged. In the rare event that the clip does not engage, your dealer will replace the shift cable. 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 15 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 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](http://www.gmownercenter.com).

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Pontiac	1-800-620-7668	1-800-833-7668
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  
 Director,  
 Customer and Relationship Services

Enclosure  
 09041

GM SERVICE AND PARTS OPERATIONS  
DCS2222  
URGENT - DISTRIBUTE IMMEDIATELY

DATE: March 10, 2009

SUBJECT: 09041 – Non Compliance Recall  
Shift Lever Indicator May Not Display Correct Gear

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

TO: Buick, Chevrolet, GMC Dealers and Saturn Retailers

ATTENTION: Service Manager, Parts Manager and Warranty Administrator,  
General Manager and New Vehicle Sales Manager

**PRODUCT FIELD ACTION ANNOUNCEMENT**

General Motors is announcing Product Safety Recall 09041 today. The total number of vehicles involved is 309,397 VINS. Please see the attached bulletin for details.

**Mailing Information**

Customer notification letter mailing will begin on March 23, 2009.

**GM Vehicle Inquiry System (GMVIS)**

GMVIS information will be available on March 10, 2009.

**Global Connect (GWM) - for Saturn Retailers only**

The "Investigate Vehicle History" link on the Global Warranty Management (GWM) application within Global Connect will be available on March 10, 2009.

**Service Information System (SI)**

Bulletin 09041 will be available in SI on March 10, 2009.

**Campaign Initiation Detail Report (CIDR)**

Due to the size of the vehicle VIN list, it cannot be attached to this message. The CIDR will be available in GM Global Connect on March 12, 2009

**PLEASE DOUBLE CLICK ON THE ICON BELOW  
TO VIEW OR PRINT THE BULLETIN**

END OF MESSAGE  
GM SERVICE AND PARTS OPERATIONS