

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 2010 model year Chevrolet Equinox and GMC Terrain vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 103, "Windshield Defrosting and Defogging Systems", and Standard 101, "Controls and Displays". 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.

## I M P O R T A N T

- Your vehicle is involved in recall 09298.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The software in the center instrument panel can cause the heating, air conditioning, defrost, and radio controls, as well as the panel illumination to become inoperative. Driving without a functioning defrost system can decrease your visibility under certain driving conditions and could result in a crash without warning. Driving without panel illumination can divert your attention while looking for a control.

### What will we do?

Your GM dealer will replace the computer module in the center instrument panel. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 20 minutes.

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

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. **When scheduling your appointment, please provide your dealer with your vehicle's 17-character vehicle identification number (VIN).** Your VIN can be found above your name and address at the top of this letter, and will follow the numbers "09298". Your dealer will need your VIN to order parts for your vehicle so that they will be available on the day of your service appointment.

**Do you have questions?**

If you have questions or concerns that your dealer 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) |
|-----------------------|----------------|-----------------------|
| Chevrolet             | 1-800-630-2438 | 1-800-833-2438        |
| GMC                   | 1-866-996-9463 | 1-800-462-8583        |
| 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 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