



Important Safety Notice

April 2010

<CustomerName>
<CustomerAddress>

Dear <CustomerName>:

Part of our commitment to you as a member of the GM family is giving you important information whenever a specific concern or problem may affect your vehicle.

Recently the media reported that General Motors has announced a safety recall involving certain <Year> model year <VINDivisionName> <Vehicle_Name> vehicles equipped with electric power steering.

The purpose of this letter is to explain what the recall is about and what GM is doing to correct it.

Your vehicle may have a condition in which a sudden loss of power steering assist could occur at any time while driving the vehicle. If the power steering assist is lost, a chime will sound and a "Power Steering" message will be displayed in the Driver Information Center to inform you of the condition. Steering control will be maintained, as the vehicle defaults to a manual steering mode. If power steering assist is lost, it may require greater driver effort at low vehicle speeds, for example, below 15 mph. Unless the driver compensates for this additional effort, it may increase the risk of a crash.

Typically, the next time the vehicle is started, the power steering assist will return and the "Power Steering" message will no longer be displayed.

The condition described above and sequence of events, may continue to repeat over time until your vehicle is repaired.

When parts are available, your GM dealer will replace the electric power steering motor.

We are working with our suppliers to obtain the parts to correct this condition as quickly as possible. As parts become available, we will send you another letter asking you to take your vehicle to your GM dealer to have the electric power steering motor repaired.

If you have questions or concerns that your dealer is unable to resolve, please contact the <VINDivisionName> Customer Assistance Center at <DivCACPhone>.

We understand the concern this situation may cause and the need to correct it as quickly as we can. We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

<Closing>

P10023