



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 8, 2011

MS. CARMEN BENAVIDES
DIRECTOR, PRODUCT INVESTIGATIONS
AND SAFETY REGULATIONS
GENERAL MOTORS LLC
MAIL CODE: 480-210-2V1
30001 VAN DYKE ROAD
WARREN, MI 48090-9020

NVS-215dgl
11V-149

SUBJECT: SOFTWARE IN THE ELECTRONIC CLIMATE CONTROL MODULE

DEAR MS. BENAVIDES:

This letter serves to acknowledge General Motors LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety noncompliance with Federal Motor Vehicle Safety Standard No. 103, "Windshield Defrosting and Defogging Systems," in the products described below for which a safety recall campaign shall be conducted pursuant to Federal law.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

BUICK/LACROSSE/2011
CADILLAC/SRX/2011

NHTSA Campaign Number: 11V-149

Mfg's Report Date: March 4, 2011

Components: VISIBILITY: DEFROSTER/DEFOGGER SYSTEM: WINDSHIELD:
CONTROLS/WIRING

Potential Number of Units Affected: 10,179

Summary:

GENERAL MOTORS IS RECALLING CERTAIN MODEL YEAR 2011 BUICK LACROSSE AND CADILLAC SRX VEHICLES FOR FAILING TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 103, "WINDSHIELD DEFROSTING AND DEFOGGING SYSTEMS". ON THESE VEHICLES, THE SOFTWARE IN THE ELECTRONIC CLIMATE CONTROL (ECC) MODULE MAY DISABLE THE ABILITY TO ADJUST THE HEATING, VENTILATION, AND AIR CONDITIONING (HVAC) SYSTEM SETTINGS. IF THIS HAPPENS, THE DRIVER WILL NOT BE ABLE TO CONTROL THE HEATING, COOLING, AND VENTILATION FOR THE VEHICLE.

Consequence:

IF THIS CONDITION AFFECTS THE DEFROST SYSTEM WHEN IT IS REQUIRED, IT MAY DECREASE THE DRIVER'S VISIBILITY, AND COULD POSSIBLY RESULT IN A CRASH.

Remedy:

DEALERS WILL REPROGRAM THE ECC MODULE FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR BEFORE MARCH 11, 2011. OWNERS MAY CONTACT BUICK AT 1-866-608-8080, CADILLAC AT 1-866-982-2339 OR AT THE OWNER CENTER AT [WWW.GMOWNERCENTER.COM](http://www.gmownercenter.com).

Notes:

GM'S SAFETY RECALL NO. 11057. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

We have reviewed your proposed owner notification letter and it meets the requirements of Part 577.

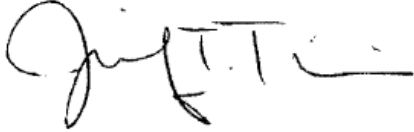
Please provide the following additional information and be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement