

GM CUSTOMER CARE AND AFTERSALES  
DCS2559  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 3, 2011

Subject: 11057 - Noncompliance Recall  
Unable to Adjust HVAC Settings - Reprogram Module

Models: 2011 Buick LaCrosse, Cadillac SRX

To: All Buick and Cadillac Dealers

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

General Motors is announcing Noncompliance Recall 11057 today. The total number of U.S. vehicles involved is approximately 10,000. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on March 11, 2011.

Global Connect (GWM)

The "Investigate Vehicle History" (GMVIS 2) link on the Global Warranty Management (GWM) application within GlobalConnect will be updated March 4, 2011.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available March 11, 2011. For your convenience, a listing of involved vehicles is attached to this message.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES

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