

GM SERVICE AND PARTS OPERATIONS

DCS2558

URGENT - DISTRIBUTE IMMEDIATELY

Date: March 2, 2011

Subject: Upcoming Noncompliance Recall 11057
HVAC System Function

Models: Certain 2011 Buick LaCrosse and Cadillac SRX

To: All Buick and Cadillac Dealers

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

Based on information from the National Highway Traffic Safety Administration (NHTSA) website, the media may report that General Motors will be announcing a noncompliance recall involving certain 2011 model year Buick LaCrosse and Cadillac SRX vehicles.

These vehicles may fail to conform to Federal Motor Vehicle Safety Standard 103, Windshield Defrosting and Defogging Systems. Software in the Electronic Climate Control (ECC) module may disable the ability to adjust the Heating, Ventilation and Air Conditioning (HVAC) system. If this happens, the driver will not be able to control the heating, cooling, and ventilation for the vehicle. 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.

To correct this condition, dealers are to reprogram the ECC module. In accordance with GM policies and procedures, dealers are to hold and not deliver any of the involved vehicles until the required reprogramming is completed.

Approximately 10,000 U.S. vehicles are involved. The attached list contains all of the involved Vehicle Identification Numbers for immediate reference. It is sorted by dealer Business Associate Code and provides the status of each vehicle (delivered, stock or in-transit).

We expect the new calibration to be available within a few days with the release of the recall bulletin to dealers.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.