



January 2012

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 a defect, which relates to motor vehicle safety, exists in certain 2011 and 2012 model year Chevrolet Captiva vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in safety recall 11333.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Driving with the transmission in manual mode, and in first gear, causes the engine and power steering pump to operate at higher speed than is typical. The increased pump speed generates heat that is transferred to the power steering fluid. Operating the vehicle with engine speed in excess of 4,000 RPM in manual mode, coupled with the relatively low vehicle speed, for an extended period of time, can result in power steering fluid temperatures that approach the power steering pump reservoir's melting point. After prolonged exposure to elevated fluid temperatures, the reservoir may leak. Leaking fluid, in the presence of an ignition source, may result in a fire.

What will we do?

Your GM dealer will install a new power steering fluid cooler. Parts for this repair will be available at your dealer **XXXXX, 2012**. 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 **<insert labor time rounded up to next higher 5 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 Manual and your dealer for details on courtesy transportation.

What should you do?

You should contact your GM dealer as soon as possible and schedule an appointment to bring your vehicle in on or after **XXXX, 2012**.

Please follow the instructions shown in your vehicle's Owner Manual when using the "M" or manual mode. For your convenience, a copy of these instructions can be found on the reverse side of this letter. We also recommend that you upshift regularly to avoid driving in manual mode and first gear for more than 5 minutes at an engine speed of 4,000 RPM or more.

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.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
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>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 11V-591.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney
General Director,
Customer and Relationship Services

GM Recall #11333

Manual Mode
Manual Shift Mode (MSM)
(Automatic Transmission)

To use this feature, do the following:

1. Move the shift lever from D (Drive) rearward to M (Manual).
The transmission will downshift to a lower gear and the instrument panel will display the gear range selected.
When coming to a stop in the manual position, the vehicle will automatically shift to 1 (First) gear.
2. Press the plus (+) button to upshift or the minus (-) button to downshift.

While using the MSM feature the vehicle will have sportier performance. You can use this when driving hilly roads to stay in gear longer or to downshift for more power or engine braking. The transmission will only allow you to shift into a gear range appropriate for the vehicle speed.

- The transmission will not automatically shift to the next higher gear range without pressing the button on the shifter handle.
- The transmission will not allow shifting to the next lower gear if the vehicle speed is too high.

If the vehicle does not respond to a gear change, or detects a problem with the transmission, the range of gears may be reduced and the Malfunction Indicator Lamp will come on.

