

The customer letter mailing will begin on April 27, 2012.

GM CUSTOMER CARE AND AFTERSALES
DCS2754
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 20, 2012

Subject: 12036 - Safety Recall
Windshield Wipers May Become Inoperative Under Heavy
Snow and Ice Loads

Models: 2011-2012 Buick Enclave, Chevrolet Traverse, GMC Acadia
Registered in Alaska, Colorado, Connecticut, Delaware,
District of Columbia, Idaho, Illinois, Indiana, Iowa, Maine
Maryland, Massachusetts, Michigan, Minnesota, Montana,
Nebraska, New Hampshire, New Jersey, New York, North
Dakota, Ohio, Pennsylvania, Rhode Island, South Dakota,
Utah, Vermont, West Virginia, Wisconsin and Wyoming

To: All Buick, Chevrolet and GMC Dealers

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

General Motors is announcing Safety Recall 12036 today. The total number of U.S. vehicles involved is approximately 47,000. Please see the attached bulletin for details.

Vehicles registered outside the areas listed above will be sent a Customer Advisory letter informing them of this recall. They will be offered the same repair (Customer Advisory Bulletin 12072) if they expect to drive in heavy snow and ice conditions.

Customer Letter Mailing

The customer letter mailing will begin on April 27, 2012.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated April 20, 2012.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available April 20, 2012.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

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