



April 2012

Dear General Motors Customer:

As the owner of a 2011 or 2012 model year Buick Enclave, Chevrolet Traverse, or GMC Acadia, your satisfaction with our product is very important to us.

General Motors previously announced a safety recall involving 2011 and 2012 model year Buick Enclave, Chevrolet Traverse, and GMC Acadia vehicles registered in states with moderate to heavy annual snowfall. These states are listed below.

Alaska	Iowa	New Hampshire	Utah
Colorado	Maine	New Jersey	Vermont
Connecticut	Maryland	New York	West Virginia
Delaware	Massachusetts	North Dakota	Wisconsin
District of Columbia	Michigan	Ohio	Wyoming
Idaho	Minnesota	Pennsylvania	
Illinois	Montana	Rhode Island	
Indiana	Nebraska	South Dakota	

If a buildup of snow or ice on the windshield or on the wipers restricts the movement of the wiper arm, the wiper arm nut may loosen and cause that wiper to become inoperative. If this were to occur, driver visibility could be reduced, which could result in a vehicle crash.

Records indicate that your vehicle is not registered in one of these states, but you could experience this condition if your vehicle is operated under heavy snow or ice conditions while traveling. If you intend to travel where you could encounter these conditions or you have any concerns, you may contact your dealer to arrange to have the wiper arm nuts tightened. Bring this letter with you as authorization for this service. This service will be performed at **no charge**.

**If you do not expect to encounter heavy snow or ice conditions or have any concerns, no action is required**, but we suggest you put this letter with your owner manual for future reference.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Hummer	1-800-732-5493	1-800-833-6537
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Jim Moloney  
General Director,  
Customer and Relationship Services

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