



April 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 Buick Enclave, Chevrolet Traverse, and GMC Acadia vehicles registered in areas with moderate to heavy annual snowfall. These areas are listed below.

Canada	Indiana	Nebraska	South Dakota
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	

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 12036.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

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.

What will we do?

Your GM dealer will tighten the wiper arm nuts. 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 15 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 to arrange a service appointment as soon as possible.

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)
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
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 **11VXXX**.

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 #12036



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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