



Month 2012

Dear General Motors/Saab Customer:

As the owner of a General Motors/Saab vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that if fluid enters the driver's door module on your 2005-2007 model year Saab 9-7X; 2006 model year Chevrolet TrailBlazer EXT or GMC Envoy XL; or 2006-2007 model year Buick Rainier, Chevrolet TrailBlazer, or GMC Envoy vehicle, it may cause a short in the circuit board. A short may cause the power door lock and power window switches to function intermittently or become inoperative. In extremely rare cases, a short may cause overheating, which could melt components of the door module, producing odor, smoke, or flame.

The symptoms of this condition are:

- Switches may function uncommanded, intermittently or become inoperative.
- You may notice an odor or overheated/hot switches.

What We Are Doing: We are conducting two programs to address this issue. The first program is a safety recall of these vehicles in certain states. A safety recall is being conducted in these areas because we have determined that states using road salt and other chemicals for ice/snow control are much more likely to experience a short circuit in the switch.

The second program is a special coverage in the remaining states. Under our special coverage should a vehicle ever experience this condition, the owner must take that vehicle to any authorized GM dealer/Authorized Saab Service Center and have that dealer inspect the vehicle, confirm the condition, and then repair that vehicle for free.

Your vehicle is covered by this special coverage.

Do not take your vehicle to your GM dealer/Authorized Saab Service Center as a result of this letter unless you believe that your vehicle has the condition as described above.

What You Should Do: If your vehicle demonstrates the condition or symptoms described above, contact your GM dealer/Authorized Saab Service Center to schedule an inspection. Please note that repairs and adjustments qualifying under this special coverage **must** be performed by a GM dealer/Authorized Saab Service Center. Your dealer/service center can tell you how long they will need your vehicle.

If your vehicle does not currently demonstrate this condition, you should keep this document in a safe place for future reference. You should not take your vehicle to your GM dealer/Authorized Saab Service Center unless these symptoms have been observed. **Diagnosis or repair for conditions other than that described above is not covered under this special coverage program (and will be your responsibility).**

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed form and present it to your dealer/Authorized Saab Service Center with all required documents. Working with your dealer/Authorized Saab Service Center will expedite your request, however, if this is not convenient, you may mail the completed form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer/Authorized Saab Service Center or received by the Reimbursement Department by [1 year, 2013], unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer/Authorized Service Center 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
Saab	1-855-880-0808	
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

Enclosure
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