



IMPORTANT SAFETY RECALL

August 2015

This notice applies to your vehicle, **VIN:** _____.

Dear GM Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2008-2012 model year Buick Enclave, 2009-2012 model year Chevrolet Traverse, 2007-2012 model year GMC Acadia, and 2007-2010 model year Saturn Outlook vehicles equipped with the power lift gate option and built prior to March 1, 2012. 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 GM safety recall 15240.
- **Parts to repair your vehicle are not currently available.** When parts are available, we will send you another letter asking you to contact your GM dealer to arrange a service appointment.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have a condition in which the gas struts that hold the lift gate up may prematurely wear. Your vehicle has a Prop Rod Recovery system intended to accomplish a controlled, slow return of the lift gate to the closed position if the lift gate's gas struts are no longer capable of supporting the weight of the lift gate. However, in some cases, the lift gate's Prop Rod Recovery system software may be unable to detect/stop a lift gate with prematurely worn gas struts from falling too quickly after the lift gate is opened. If the open lift gate unexpectedly falls, it may strike a person, increasing the risk of injury.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your GM dealer will reprogram the power lift gate actuator motor ECU with a new software calibration intended to mitigate the condition. Additionally, dealers applying the reprogram remedy to a vehicle will verify power lift gate operation following the reprogram. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your GM dealer to have your vehicle serviced. You can also check the status of this recall at www.my.gm.com/recalls. If you have already paid for repairs for this condition, a reimbursement request form will be included with the letter.

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	1-866-608-8080	1-800-832-8425
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Saturn	1-800-972-8876	1-800-833-6000
Guam	1-671-648-8450	
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 15V415.

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

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall #15240