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May 2008

Dear Cadillac Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

Reason For This Recall: General Motors has decided to conduct a Voluntary Emission Recall involving **certain** 2004 model year Cadillac SRX model vehicles, equipped with a 3.6L V6 engine. These vehicles may experience a failure of the left or right catalytic converter.

What Will Be Done: Your dealer will inspect and, if necessary, replace the left and/or right catalytic converters. This service will be performed for you at **no charge**.

How Long Will The Repair Take? It is likely that your dealer will need your vehicle longer than the actual service correction time of up to 3 hours because of service scheduling requirements.

Contacting Your Dealer: Please contact your Cadillac dealer as soon as possible to arrange a service date and to assure parts availability. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process and repair your vehicle.

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) |
|-----------------------|----------------|-----------------------|
| Cadillac | 1-866-982-2339 | 1-800-833-2622 |
| 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 | |

Customer Reply Form: The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the card and mailing it back to us.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

Courtesy Transportation: If your vehicle is within the New Vehicle Limited Warranties 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's Manual and your dealer for details on Courtesy Transportation.

Emission Law Information: In order to ensure your full protection under the emission warranty made applicable to your vehicle by State or Federal Law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
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