

September 2008

Dear General Motors Customer:

We have learned that your 2009 model year Buick Enclave; 2008-2009 model year Cadillac CTS; 2009 Cadillac Escalade, Escalade ESV, Escalade EXT, SRX, STS, STS-V, XLR, XLR-V; Chevrolet Avalanche, Cobalt, Corvette, Equinox, HHR, Silverado, Suburban, Tahoe, Traverse; GMC Acadia, Sierra, Yukon, Yukon XL; Pontiac G5, Solstice, Torrent; Saturn OUTLOOK, SKY, or VUE vehicle may have an OnStar® module with a component that was not manufactured to GM's specification. This can result in an open circuit and an inability to call or receive calls from OnStar®. Although when trying to make a call you would hear the message, "Connecting to OnStar" and the LED light would blink green, no connection would occur.

Your satisfaction with your GM vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** To correct this condition, your GM dealer/retailer will replace the OnStar® module. This service will be performed for you at **no charge until October 31, 2009.**

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer/retailer as soon as possible to schedule an appointment for this repair. **When scheduling your appointment, please provide your dealer/retailer with your vehicle's 17-character vehicle identification number (VIN), shown on the customer reply form.** By scheduling an appointment, your dealer/retailer can ensure that the necessary parts will be available on your scheduled appointment date.

**Customer Reply Form:** The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer/retailer 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 form and mailing it back to us.

If you have any questions or need any assistance to better understand related repairs, please contact your dealer/retailer. If you have questions related to a potential reimbursement, 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        |
| Pontiac               | 1-800-620-7668 | 1-800-833-7668        |
| 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 |                       |

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty your dealer/retailer may provide you with shuttle service or some other form of courtesy

transportation while your vehicle is at the dealership/facility for this repair. Please refer to your Owner's Manual and your dealer/retailer for details on Courtesy Transportation.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Scott Lawson  
General Director,  
Customer and Relationship Services

Enclosure  
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