

September 2007

Dear Saturn VUE Customer:

We have learned that your 2008 model year Saturn VUE may have a condition where the body control module (BCM) overestimates the charge of the battery. When your vehicle is turned off, the BCM measures readings and determines how much recharging the battery requires. If the BCM overestimates the charge of the battery, it will result in undercharging of the battery when the vehicle is driven. An undercharged battery may not be able to start the vehicle.

Your satisfaction with your Saturn VUE is very important to us, so we are announcing a program to prevent this condition.

What We Will Do: To prevent this condition from occurring, your Saturn retailer will reprogram the BCM. This service will be performed for you at **no charge until September 30, 2008**.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your Saturn retailer as soon as possible to schedule an appointment for this repair.

Customer Reply Form: The enclosed customer reply form identifies your vehicle. Presentation of this form to your 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, just contact your retailer or the appropriate Customer Assistance Center at the number listed below. The Customer Assistance Center's hours of operation are from 7:00 AM to 7:00 PM, EST, Monday through Friday.

| Division | Number | Text Telephones (TTY) |
|-----------------------|----------------|-----------------------|
| Saturn | 1-800-972-8876 | 1-800-833-6000 |
| Guam | 1-671-648-8650 | |
| 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 retailer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the facility for this repair. Please refer to your Owner's Manual and your 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 Saturn VUE provides you many miles of enjoyable driving.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
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