

# CSC-10032513-5456

September 2009

Dear Cadillac Customer:

Congratulations on the purchase of your new 2010 model year Cadillac SRX. We at Cadillac are very happy that you have chosen our SRX and are very interested in your continuing satisfaction with your purchase.

Recently, you may have been contacted by Cadillac about repairs to eliminate a possible slight shudder, vibration, or clunking noise during engine start-up or heavy acceleration, and to relocate and secure a wire harness on the front power seat that does not have the memory function. The wire harness may chafe or be pinched by the seat frame, which could disable the power seat adjusters and prevent you from being able to adjust the seat. If you have not already taken your vehicle to your Cadillac dealer for these repairs, we recommend that you make an appointment as soon as possible.

Your satisfaction with your new SRX is of the utmost importance to us. If you have any questions or concerns about your new 2010 model year Cadillac SRX, please feel free to contact your Cadillac dealer or the Cadillac Customer Assistance Center. We will be happy to assist you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Cadillac SRX provides you many miles of enjoyable driving.

Scott Lawson  
Director,  
Customer and Relationship Services

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