

Dear General Motors Customer:

We have learned that your 2008 model year Saturn VUE, equipped with a 4-cylinder engine, may have been built with a heater core that could eventually fracture due to pressure fluctuations within the heater core. If the heater core fractures, you would notice a strong coolant smell, vapor or mist coming out of the heater vents, and/or an oily film on the windshield.

Your satisfaction with your 2008 model year Saturn VUE is very important to us, so we are announcing a program to prevent this condition from occurring.

What We Will Do: We will modify the heater hose routing to eliminate the pressure fluctuations within the heater core. This service will be performed for you at **no charge until January 31, 2011.**

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. If a Saturn retailer is not available, please call the Saturn Customer Assistance Center for assistance. By scheduling an appointment, your retailer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or need any assistance, just contact your retailer or the Saturn Customer Assistance Center at 1-800-972-8876 (1-800-833-6000, TTY).

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
Director,
Customer and Relationship Services

Enclosure
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