

Dear General Motors Customer:

We have learned that your 2011 model year Cadillac SRX may have a condition in which exposure to high heat may cause the adhesive between the rear sunroof glass and roof seal to degrade and allow the seal to move. If this occurs, water may enter the vehicle between the seal and the rear sunroof glass during heavy rainfall or a car wash.

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

What We Will Do: Your GM dealer will inspect the seal, and if necessary, replace the rear sunroof glass seal. This service will be performed for you at **no charge until August 31, 2013**. After that, any applicable warranty will apply.

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

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Guam	65-6267-1752	
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 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 Manual and your dealer 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 SRX vehicle provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services