

April 2012

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a Customer Satisfaction Program that affects 2007 model year GMC Acadia; Saturn OUTLOOK; 2007-2009 model year Cadillac CTS, SRX, STS; 2009 model year Buick Enclave, Chevrolet Traverse, GMC Acadia, and Saturn OUTLOOK vehicles equipped with a V6 engine.

Your vehicle was designed and built to meet GM's high standards for quality and reliability. However, we have determined that under certain driving conditions, and with your vehicle's original oil change intervals, the timing chain could wear prematurely and cause the illumination of the Service Engine Soon light. Timing chain wear can be affected by the age of the engine oil and driving conditions.

**What We Will Do:** To ensure that your vehicle will not experience this condition, your GM dealer will change the calibration of the engine control module, including the engine oil life monitor, which in most cases will recommend more frequent oil changes. This calibration change will be performed for you at **no charge until October 31, 2012.**

**What You Should Do:** The sooner your vehicle receives this new calibration, the more effective it will be, and so we recommend that you contact your GM dealer as soon as possible to schedule an appointment for this repair. Failure to complete this repair by October 31, 2012, may affect your eligibility for future repair coverage for the timing chain.

If you have any questions or need any assistance, just contact your dealer or 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
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	

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.

Jim Moloney  
General Director,  
Customer and Relationship Services