

Revised letter sent to customers who have not had this program performed on their vehicle.

February 2012

Dear General Motors Customer:

General Motors is very interested in your satisfaction with your vehicle. Our records indicate that your 2007 model year Cadillac CTS, SRX, STS; GMC Acadia; or Saturn OUTLOOK vehicle is included in Customer Satisfaction Program 10287; however, **your vehicle has not had the necessary repairs.**

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: 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.

In our previous letter to you, we asked you to have your vehicle serviced by February 28, 2013. **We have received new information that indicates the sooner your vehicle receives this new calibration, the more effective it will be.**

Because of this new information, we are requesting that you bring your vehicle in for this service as soon as possible but no later than May 31, 2012. This service will be performed for you at no charge.

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. Failure to complete this repair by May 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

10287