

Dear General Motors Customer:

This letter is sent to inform you that General Motors is conducting a customer satisfaction program that affects your 2010-2011 model year Buick LaCrosse, 2011-2012 model year Buick Regal, or 2010-2012 model year Chevrolet Equinox or GMC Terrain, equipped with a 2.4L engine.

GM recently introduced into production a software update for the oil life monitor system. This new software will enhance the way the engine oil is monitored. In most cases, this update will recommend more frequent oil changes to support engine durability and overall operating costs.

At no-charge, your GM dealer will update your vehicle with these same improvements.

**What We Will Do:** Your GM dealer will reprogram the engine control module. This service will be performed for you at **no charge until August 31, 2015**.

**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 update.

As a reminder, to ensure proper engine performance and long life, careful attention must be paid to the engine oil. A lack of proper engine oil maintenance can damage the engine. Following these simple, but important steps, will help protect your engine.

- Always use the engine oil approved to the proper specification and of the proper viscosity grade that is in your Owner Manual.
- Check the engine oil level regularly and maintain the proper oil level. It is a good idea to check the engine oil level at each fuel fill.
- Change the engine oil at the appropriate time.

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)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
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 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

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