

April 2013

Dear General Motors Customer:

We have learned that the windshield in your 2012 model year Buick Verano may not be completely sealed to the body at the lower left side of the windshield. Water could leak into the vehicle at this point and drip onto the body harness connector, causing corrosion on the terminals or shorting between terminals. Depending on the terminal(s) involved, it could cause one or more of the following conditions: automatic OnStar® emergency calls, flashing of the park brake light, rough engine operation, improper air conditioning system operation, illumination of the Service Engine Soon light, and other malfunctions.

Your satisfaction with your Buick Verano is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will perform a water test on the windshield to detect a water leak. If a leak is found, your dealer will reseal the area and perform another water test. If a water leak is still present, the windshield will be reinstalled. Also, if evidence of a leak is found, the connectors will be inspected to determine if any terminals are corroded. Any corroded terminals will be replaced. This service will be performed for you at **no charge until May 31, 2015**. 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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

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
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 Buick Verano provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services