

June 2013

Dear General Motors Customer:

We have learned that on your 2013 model year Buick LaCrosse, Regal, or Verano, Cadillac SRX, Chevrolet Cruze or Malibu, equipped with the keyless entry feature, there may be an interference condition between the outside door handle and the door handle bracket assembly. This could cause the outside door handle to stick or bind in the open position when the door is opened from outside of the vehicle. If this occurs, the door may bounce back when attempting to close it. If the door does not latch, a warning chime will sound and a warning message in the instrument cluster will illuminate. Tapping on the outside door handle or closing the door with higher effort should free the door handle and allow it to latch.

Your satisfaction with your GM vehicle 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 inspect and, if necessary, modify the front and rear outside door handles. 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.

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
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
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 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