

February 2011

Dear General Motors Customer:

We have learned that some 2005, 2006, and 2007 model year Saturn VUE vehicles, equipped with a 5-speed automatic transmission, may have a torque converter condition that could result in a transmission vibration or shaking motion (judder) while driving at speeds between 20 and 45 mph (30 and 70 km/h).

Your satisfaction with your Saturn VUE 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 reprogram the powertrain control module, and if necessary, replace the torque converter. This service will be performed for you at **no charge until February 28, 2015**. (*extended to February 28, 2015; new letters not sent*).

**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.

**Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for this condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by February 29, 2012. Even though you may have already had this condition corrected, you will still need to take your vehicle to your dealer to have the powertrain control module reprogrammed.

If you have any questions or need any assistance to better understand related repairs, please contact your dealer. If you have questions related to a potential reimbursement, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
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 Saturn VUE provides you many miles of enjoyable driving.

Jim Moloney  
General Director,  
Customer and Relationship Services

Enclosure  
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