

September 2012

Dear General Motors Customer:

We have learned that your 2012 model year Cadillac SRX vehicles (produced from July 10, 2012); and 2013 model year Buick Verano; Chevrolet Cruze, Equinox, Volt; and GMC Terrain vehicles may have a condition in which the Automatic Crash Response system may not work as intended because of a software problem. The Automatic Crash Response system is intended to enable these vehicles to notify OnStar® if they are involved in certain types of crashes. The software problem we found affects the vehicle's ability to notify OnStar® in crashes that meet the severity parameters for automatic crash notification but do not trigger airbag deployment, such as certain rear end crashes. In crashes with an airbag deployment, the Automatic Crash Response system works as designed.

This condition does not affect the deployment of the airbags or the safety belt pretensioners, which reduce slack in the safety belt immediately after impact. The airbags and safety belt pretensioners will deploy as designed. A vehicle occupant will be able to contact an OnStar® Emergency Advisor by pushing the OnStar® emergency button.

What We Will Do: To correct this condition, your GM dealer will reprogram your vehicle's Sensing and Diagnostic Module (SDM). This service will be performed for you at no charge until September 30, 2014. 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.

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
GMC	1-800-462-8782	1-888-889-2438

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