

CSC-10056598-8037 January 2015

Dear General Motors Customer:

We have learned that your 2010 model year Buick LaCrosse; Cadillac SRX; Chevrolet Equinox; GMC Terrain or 2011 model year Buick LaCrosse; Buick Regal; Cadillac SRX; Chevrolet Cruze; Chevrolet Equinox; GMC Terrain vehicle equipped with a navigation radio may experience various performance issues including clock inaccuracy, navigation-route resets, loss of radio-station presets, and time-shift malfunction (link). Also involved are some 2012 model year Cadillac SRX vehicles that were built for Japan and Korea only. In general these conditions are not evident with new radios, although they develop over time with normal radio usage.

Your satisfaction with your 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, reprogram your vehicle’s radio-control module. This service will be performed for you at **no charge until January 31, 2017**. After January 31, 2017, the cost of this repair will be covered, if at all, by any applicable warranty program.

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: Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by January 31, 2016, unless state law specifies a longer reimbursement period.

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
Guam	65-6267-1752	
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 GM vehicle provides you many miles of enjoyable driving.

Alicia S. Boler-Davis
Sr. Vice President
Global Quality & Customer Experience

Enclosure
13322