

November 2014

Dear General Motors Customer:

As the owner of 2012-2014 model year Buick Verano, 2011-2014 MY Chevrolet Cruze or Volt, 2010-2014 model year Chevrolet Equinox or GMC Terrain, or 2013-2014 model year Chevrolet Malibu vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2012-2014 model year Buick Verano, 2011-2014 model year Chevrolet Cruze and Volt, 2010-2014 model year Chevrolet Equinox and GMC Terrain, and 2013-2014 model year Chevrolet Malibu vehicles may have increased friction in the steering system. This could cause the steering wheel to stick in the straight-ahead position after driving long distances on a straight highway. The steering wheel can be turned but it may require increased effort.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2012-2014 model year Buick Verano, 2011-2014 MY Chevrolet Cruze or Volt, 2010-2014 model year Chevrolet Equinox or GMC Terrain, or 2013-2014 model year Chevrolet Malibu vehicle within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: 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 November 30, 2015, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
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	
GM Medium Duty Truck	1-800-862-4389	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

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

Enclosure
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