

Letter for U.S. Customers

November 2009

Dear Saturn Customer:

As the owner of a 2002, 2003, 2004, or 2005 model year Saturn VUE, or a 2003 or 2004 model year Saturn ION Quad Coupe, equipped with a Variable Transmission with Intelligence (VTi), your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2002, 2003, 2004, and 2005 model year Saturn VUE, and some 2003 and 2004 model year Saturn ION Quad Coupe vehicles, equipped with a VTi, may exhibit excessive transmission noise or reduced performance.

Do not take your vehicle to your Saturn retailer, or GM dealer if a Saturn retailer is not available, as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors has already provided Saturn owners with additional express warranty coverage for the VTi transmission.

- If this condition occurs on your 2002, 2003, 2004, or 2005 model year Saturn VUE; 2003 or 2004 model year Saturn ION Quad Coupe, equipped with a VTi, within 5 years of the date your vehicle was originally placed in service or 75,000 miles, 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 Reimbursement Policy.
- If your vehicle is no longer eligible for the coverage above, but is within 8 years or 100,000 miles, whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership, General Motors will pay 50% of the cost of the eligible repair to the vehicle's transmission; you will be responsible for the remaining 50% of the repair cost. In lieu of this assistance, at the first instance of a needed repair within these time and mileage limits, a \$5,000 customer credit is available to you. If you elect this option, your vehicle will be purchased for a \$5,000 customer credit (less any lien) towards the purchase of a new GM vehicle within 30 days. Your servicing dealer/retailer will assist you in the \$5,000 customer credit process. If you select this option, a copy of your current vehicle registration and title will be required at this time.

What You Should Do: If your vehicle should require repairs to the VTi within the time and mileage limits listed above, contact your Saturn retailer. If a Saturn retailer is not available, please call the Saturn Customer Assistance Center for assistance.

If your vehicle does not require repairs to the VTi, keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for eligible repairs for the VTi transmission. These repairs must have been performed on your vehicle on or after July 10, 2009. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by November 30, 2010 (November 30, 2011 for California residents).

If you have any questions related to this Special Reimbursement Policy or a potential reimbursement, please contact the Saturn Customer Assistance Center at 1-800-972-8876 or 1-800-833-6000 (TTY).

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

Scott Lawson
Director,
Customer and Relationship Services

Enclosure
09280

Letter for Canadian Customers

November 2009

Dear Saturn Customer:

As the owner of a 2002, 2003, 2004, or 2005 model year Saturn VUE, or a 2003 or 2004 model year Saturn ION Quad Coupe, equipped with a Variable Transmission with Intelligence (VTi), your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2002, 2003, 2004, and 2005 model year Saturn VUE, and some 2003 and 2004 model year Saturn ION Quad Coupe vehicles, equipped with a VTi transmission, may exhibit excessive transmission noise or reduced performance.

Do not take your vehicle to your Saturn retailer as a result of this letter (or GM dealer if no Saturn retailer is available) unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors of Canada Limited provided a standard 5-year, 100,000 km powertrain warranty for these vehicles. If this condition occurs on your 2002, 2003, 2004, or 2005 model year Saturn VUE; 2003 or 2004 model year Saturn ION Quad Coupe, equipped with a VTi transmission, within 5 years of the date your vehicle was originally placed in service or 100,000 km, whichever occurs first, the condition will be repaired under the original warranty for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this Special Reimbursement Policy.

If your vehicle is no longer eligible for the coverage under the original warranty, but is within 8 years or 160,000 km, whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership, General Motors will pay 50% of the cost of the eligible repair to the vehicle's transmission. You will be responsible for the remaining 50% of the repair cost. In lieu of this assistance, at the first instance of a needed repair within these time and mileage limits, a one time \$5,000 customer credit is available to you. If you elect this option, your vehicle will be purchased for a \$5,000 customer credit (less any lien) towards the purchase of a new GM vehicle within 30 days. Your servicing dealer/retailer will assist you in the \$5,000 customer credit process. If you select this option, you must be the registered owner of the vehicle and a copy of your current vehicle registration and title will be required at the time of vehicle exchange.

What You Should Do: If your vehicle should require repairs to the VTi transmission within the time and mileage limits listed above, contact your Saturn retailer. If a Saturn retailer is not available, please call the GM Customer Communication Centre for assistance at 1-800-263-3777.

If your vehicle does not require repairs to the VTi transmission, keep this letter with your other important glove box literature for future reference.

Reimbursement: Contact your dealer/retailer for details on what reimbursement is available and how to request reimbursement if you have previously paid for eligible repairs for the VTi transmission. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer/retailer by November 30, 2010. If the work was done by someone other than a GM dealer/Saturn retailer, the amount of reimbursement will be limited to 50% of the amount that the repair would have cost GM to have it completed by a GM dealer/Saturn retailer.

If you have any questions related to this Special Reimbursement Policy, please contact the GM Customer Communication Centre at 1-800-263-3777.

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

Customer Support Department
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