

July 2013

Dear General Motors Customer:

**\*\*\*IMPORTANT CHANGE TO COVERAGE\*\*\***

As the owner of a 2005 model year GMC Envoy XUV; a 2005-2006 model year Chevrolet SSR, TrailBlazer EXT or GMC Envoy XL; a 2005-2007 model year Buick Rainier, Chevrolet TrailBlazer or GMC Envoy, part of our commitment to you as a member of the General Motors family is providing you with important information whenever a specific condition may affect your vehicle.

This letter is intended to make you aware that in some of these vehicles, the fuel level sensor may wear prematurely. This wear could cause the fuel gauge to read empty after filling the tank and cause the Service Engine and Low Fuel lights to illuminate. Illumination of these lights is accompanied by a chime when the vehicle is started. If your vehicle is equipped with a Driver Information Center (DIC), you will also see the Fuel Level Low message displayed. As the fuel level in the tank drops, the lights, DIC message, and chimes may turn off and the gauge may display a reading; however, the reading may indicate a slightly higher level of fuel than what is in the tank. Eventually as the sensor continues to wear, the fuel gauge will stop working, always read empty, and the Service Engine and Low Fuel lights will illuminate continuously, again accompanied by a chime when the vehicle is started and a Low Fuel Message in the DIC (if so equipped).

General Motors is providing you with additional protection for the condition described above. If this condition occurs on your vehicle within 10 years of the date your vehicle was originally placed in service or 120,000 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 coverage program.

**This is not a recall; please do not take your vehicle to your GM dealer as a result of this letter unless you believe your vehicle has the condition described above.**

If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a GM dealer. You may want to contact your 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. If your vehicle is not exhibiting the condition described above, please 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 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 form and all required documents to GM 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 GM Reimbursement Department by July 31, 2014, unless state law specifies a longer reimbursement period.

**\*\*\*IMPORTANT NOTICE\*\*\***

If you have owned this vehicle since August 2011, you may have previously received a letter from us regarding this special coverage program. That letter provided the same additional protection for the condition described above but also included a 50% customer co-pay provision. Effective immediately, the 50% customer co-pay provision of this program has been removed. This policy change is retroactive and you may be entitled to a refund.

If you paid for a portion of the cost to have this repair performed by a GM dealer or received a partial reimbursement from a GM dealer for a previous repair, please contact that dealer to request a refund. The dealer has the records necessary to process your refund and will mail you a check within 30 days. If you received a partial reimbursement for a previous repair from a GM Customer Assistance Center, please call the appropriate Customer Assistance Center at the number listed below. They have the records necessary to process your refund and will mail you a check within 30 days.

**Please note that this refund opportunity is in effect through July 31, 2014.**

If you have any questions about this special coverage program, please contact your dealer or the GM 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	

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. We also want you to know that we will do our best, throughout your ownership experience, to ensure that your vehicle provides you many miles of enjoyable driving.

Jim Moloney  
General Director,  
Customer and Relationship Services

Enclosure  
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