

(for customers who had CSP 10287 performed)

Dear General Motors Customer:

As the owner of a 2007 model year GMC Acadia or Saturn OUTLOOK; 2007-2009 model year Cadillac CTS, SRX, or STS; 2009 model year Buick Enclave, Chevrolet Traverse, GMC Acadia, or Saturn OUTLOOK, your satisfaction with our product is very important to us.

Recently, you took your vehicle to your dealer to have Customer Satisfaction Program 10287 performed. Your dealer reprogrammed the engine control module to prevent premature wear of the timing chain and the illumination of the Service Engine Soon light. Further analysis has shown that the reprogramming may not fully correct this condition for all vehicles; we, therefore, are providing you with additional protection for the timing chain.

**What We Have Done:** General Motors is providing owners with additional protection for the timing chain. If premature wear of the timing chain occurs on your 2007 model year GMC Acadia or Saturn OUTLOOK; 2007-2009 model year Cadillac CTS, SRX, or STS; 2009 model year Buick Enclave, Chevrolet Traverse, GMC Acadia, or Saturn OUTLOOK vehicle, equipped with a 2.8L/3.6L V6 engine, within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 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.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that the Service Soon Engine light has illuminated due to timing chain wear.**

**What You Should Do:** If you believe that your vehicle's Service Engine Soon light has illuminated due to timing chain wear, 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 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 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 July 31, 2013, 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)
Cadillac	1-800-458-8006	1-800-833-2622
GMC	1-800-462-8782	1-888-889-2438
Saturn	1-800-553-6000	1-800-833-6000
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.

Jim Moloney  
General Director,  
Customer and Relationship Services

Enclosure  
11340

(for customers who did not have CSP 10287 performed)

Dear General Motors Customer:

As the owner of a 2007 model year GMC Acadia or Saturn OUTLOOK; 2007-2009 model year Cadillac CTS, SRX, or STS; 2009 model year Buick Enclave, Chevrolet Traverse, GMC Acadia, or Saturn OUTLOOK, your satisfaction with our product is very important to us.

Your vehicle was designed and built to meet GM's high standards for quality and reliability. However, we have determined that under certain driving conditions, and with your vehicle's original oil change intervals, the timing chain could wear prematurely and cause the illumination of the Service Engine Soon Light. Timing chain wear can be affected by the age of the engine oil and driving conditions.

In April of this year, we sent you a letter informing you of a Customer Satisfaction Program to correct this condition. That program was available until October 31, 2012, and has now expired. However, General Motors is providing owners with additional protection for the timing chain. If premature wear of the timing chain occurs on your 2007 model year GMC Acadia or Saturn OUTLOOK; 2007-2009 model year Cadillac CTS, SRX, or STS; 2009 model year Buick Enclave, Chevrolet Traverse, GMC Acadia, or Saturn OUTLOOK vehicle, equipped with a 2.8L/3.6L V6 engine, equipped with a V6 engine, 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.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that the Service Soon Engine light has illuminated due to timing chain wear.**

**What You Should Do:** If you believe that your vehicle's Service Engine Soon light has illuminated due to timing chain wear, 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. 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 and have not submitted for reimbursement, 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 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, 2013, 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)
Cadillac	1-800-458-8006	1-800-833-2622
GMC	1-800-462-8782	1-888-889-2438
Saturn	1-800-553-6000	1-800-833-6000
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.

Jim Moloney  
General Director,  
Customer and Relationship Services

Enclosure  
11340