

August 2004

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**Reason For This Recall:** General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 model year Cadillac CTS, SRX, XLR, and Chevrolet Corvette vehicles. Washers that are used along with nuts to attach the lower control arms were made of the wrong steel material. These washers may fracture and become loose or fall away from the vehicle, making it possible for the control arm to separate. If this were to occur on the front of the vehicle, the affected corner of the vehicle will drop and the affected wheel could tilt outward, creating a dragging action that would tend to slow the vehicle and turn it in the direction of the affected corner. The driver could maintain some steering control with the unaffected wheel, but vehicle control would be diminished. If the separation occurs at the rear of the vehicle (XLR and Corvette only), it could cause unexpected right or left lateral forces at the rear of the vehicle. Although steering of the front wheels would be unaffected, control of vehicle direction would be impaired.

Front or rear control arm separation may also reduce brake system performance and increase stopping distance.

If these events occur and the driver is unable to react in time, a crash could occur.

**What Will Be Done:** Dealers are to install a new nut and washer on the lower control arms, and if required, replace the ball stud and/or steering knuckle(s). This service will be performed for you at no charge.

**How Long Will The Repair Take?** Depending on the service correction required, this inspection and service correction will take approximately 25 minutes to 2 hours and 10 minutes for CTS and SRX vehicles, and approximately 2 hours to 8-1/2 hours for Corvette and XLR vehicles. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**Contacting Your Dealer:** To limit any possible inconvenience, we recommend that you contact your GM dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the listed number below. The Customer Assistance Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If, after contacting the appropriate Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

**Customer Reply Form:** The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

**Recall Information Online:** More information about this recall (including answers to frequently asked questions) is available online at the Owner Center at My GMLink. This free online service offers vehicle and ownership related information and tools tailored to your specific vehicle. To join, visit [www.mygmilnk.com](http://www.mygmilnk.com), and enter your vehicle's 17-character vehicle identification number (VIN) shown on the enclosed form to get the most personalized information for your vehicle.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

General Motors Corporation

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