



August 2012

Dear General Motors Customer:

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

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2008-2012 model year Chevrolet Impala police vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

### **I M P O R T A N T**

- Your vehicle is involved in safety recall 12104.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

**Why is your vehicle being recalled?**

The front lower control arm may fracture. If this occurs, some tire “squeal” or “chirping” may be heard when turning at low vehicle speeds. Sudden changes could occur in vehicle handling and, particularly at higher speeds, you may not be able to control the vehicle and a crash could occur.

**What will we do?**

Your GM dealer will replace both front lower control arms. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 55 minutes.

**What should you do?**

You should contact your GM dealer to arrange a service appointment as soon as possible.

**Did you already pay for this repair?**

If you have paid for repairs for the recall condition, 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 August 31, 2013, unless state law specifies a longer reimbursement period. Even though you may have already had this condition corrected, you will still need to take your vehicle to your dealer for additional repairs.

**Do you have questions?**

If you have 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)
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied 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, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 12V377.

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

Jim Moloney  
General Director,  
Customer and Relationship Services

Enclosure  
GM Recall #12104