

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



IMPORTANT SAFETY RECALL

November 2014

Dear General Motors Customer:

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

Previously, you were notified that your 2005-07 Saab 9-7X, 2006 Chevrolet TrailBlazer EXT and GMC Envoy XL, 2006-07 Buick Rainier, Chevrolet TrailBlazer and GMC Envoy vehicle was involved in GM recall 14309. This letter is to inform you that parts are now available to repair your vehicle.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2005-07 Saab 9-7X, 2006 Chevrolet TrailBlazer EXT and GMC Envoy XL, 2006-07 Buick Rainier, Chevrolet TrailBlazer and GMC Envoy vehicles repaired under safety recall 12180. 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.

IMPORTANT

- This notice applies to your 2005-07 Saab 9-7X, 2006 Chevrolet TrailBlazer EXT and GMC Envoy XL, 2006-07 Buick Rainier, Chevrolet TrailBlazer and GMC Envoy vehicle, **VIN:** _____.
- Your vehicle is involved in GM safety recall 14309.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Previously, your vehicle was serviced under safety recall 12180, which provided that if the driver's door module was functioning properly, a protective coating was to be applied. If the module was not working properly, it was to be replaced. Your vehicle was repaired by having a protective coating applied to the driver's door module and may continue to have a safety related defect.

If fluid, such as melted snow containing road salt, enters the driver's door module, it may cause corrosion that could result in a short in the circuit board. A short may cause the power door lock and power window switches to function intermittently or may stop working. A short may cause overheating, which could melt components of the door module, producing odor, smoke, or a fire. Additionally, the windows may raise or lower themselves, without user input. These conditions may occur even with the vehicle parked and the key removed.

What will we do?

Your GM dealer will install a new door module. 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 30 minutes.

What should you do?

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

It is advised that you park your vehicle outdoors until it has been remedied.

Did you already pay for this repair?

Even though you may have already had service performed on the driver's door module, you will still need to take your vehicle to your dealer for this recall repair. If you have paid for repairs for the recall condition and have not already submitted for reimbursement under safety recall 12180, please complete the enclosed reimbursement 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 reimbursement 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, 2015, unless state law specifies a longer reimbursement period.

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)
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
Saab	1-855-880-0808	
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 14V404.

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

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall #14309

General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: _____ State: _____ Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: _____
(17 Characters)

Mileage at Time of Repair: _____ Date of Repair: _____

Amount of Reimbursement Requested: \$ _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.
(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files