

GM CUSTOMER CARE AND AFTERSALES

DCS2415

URGENT - DISTRIBUTE IMMEDIATELY

Date: June 8, 2010

Subject: 10153 – Product Safety Recall  
Heated Windshield Washer Module Short Circuit  
Permanently Disable and Remove Module

Models: 2006-2009 Buick Lucerne  
2008-2009 Buick Enclave  
2006-2009 Cadillac DTS  
2007-2009 Cadillac Escalade, Escalade ESV, Escalade  
EXT  
2008-2009 Cadillac CTS  
2007-2009 Chevrolet Avalanche, Silverado, Suburban,  
Tahoe  
2009 Chevrolet Traverse  
2007-2009 GMC Acadia, Sierra, Yukon, Yukon XL  
2006-2009 HUMMER H2  
2007-2009 Saturn OUTLOOK

Equipped with Heated Washer Fluid System (RPO  
XA7/CHW)

To: All Buick, Cadillac, Chevrolet, GMC, HUMMER and  
Saturn Dealers

Attention: General Manager, Service Manager, Parts Manager, New  
Vehicle

Sales Manager, Used Vehicle Sales Manager and  
Warranty

Administrator

### **PRODUCT FIELD ACTION ANNOUNCEMENT**

General Motors is announcing Safety Recall 10153 today. The total number of U.S. vehicles involved is approximately 1.4 million. Please see the attached bulletin for details.

Completion of this service procedure also requires the dealer to issue a \$100.00 check to the customer as compensation for the loss of the heated washer fluid system.

#### **Customer Notification Letter Mailing**

The customer notification letter mailing will begin on June 11, 2010 and should be completed by June 30, 2010.

#### **Electronic Service Information (eSI) Bulletin**

Bulletin 10153 will be available in eSI on June 9, 2010.

## **GMVIS2 - Global Warranty Management (GWM)**

The “Investigate Vehicle History” link on the GWM application within GM Global Connect will be updated on June 9, 2010.

## **Campaign Initiation Detail Report (CIDR)**

The CIDR will be available June 8, 2010.

**PLEASE CLICK ON THE MESSAGE ATTACHMENT BELOW  
TO VIEW OR PRINT THE BULLETIN**

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES

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