

CSC-10057076-3164

Dear General Motors Customer:

We have learned that your 2015 model year Buick Encore, LaCrosse, Regal, or Verano; Cadillac ATS, CTS, ELR, Escalade, SRX or XTS; Chevrolet Colorado, Corvette, Cruze, Equinox, Impala, Malibu, Silverado, Sonic, Spark, SS, Suburban, Tahoe, Trax, or Volt; or GMC Canyon, Sierra, Terrain, or Yukon vehicle may have a performance issue with the OnStar® module that could impact your vehicle's battery life. This condition can cause a dead battery if your vehicle is not started for approximately 4 days, and can occur even if you do not have an active OnStar® subscription.

Your satisfaction with your GM vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the OnStar® module. If you do not have an active OnStar® subscription, your dealer will temporarily activate the OnStar® system and upon replacing the module, your dealer will deactivate the system. This module replacement will be performed for you at **no charge until November 30, 2017**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your GM dealer as soon as possible to schedule an appointment for this repair. To ensure that the necessary parts will be available on your scheduled appointment date, **PLEASE PROVIDE YOUR DEALER WITH THE INFORMATION BELOW WHEN YOU CALL TO MAKE THE APPOINTMENT.**

Vehicle Identification Number: _____

Technical Assistance Case Number: _____

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)
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you with many miles of enjoyable driving.

Alicia Boler-Davis
Sr. Vice President
Global Quality & Customer Experience