

CSC-10057264-5528

This Notice Applies To Your Vehicle, VIN: _____

Dear General Motors Customer:

This letter is intended to make you aware that certain 2005-2006 model year (MY) Chevrolet Equinox, 2006 MY Pontiac Torrent and 2002-2007 MY Saturn VUE vehicles may have a condition in which the ignition key may be removed when the ignition is not in the "Off" position. If the ignition key is removed when the ignition is not in the "Off" position, unintended motion may occur: (a) for an automatic transmission, if the transmission is not in "Park"; or (b) for a manual transmission, if the parking brake is not engaged and the transmission is not in reverse gear. This could result in a vehicle crash and occupant or pedestrian injuries.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition described above.

What We Have Done: General Motors is providing vehicle owners with additional protection for the condition described above. If this condition occurs on your 2005-2006 MY Chevrolet Equinox, 2006 MY Pontiac Torrent or 2002-2007 MY Saturn VUE vehicle anytime during the life of the vehicle, the condition will be repaired for you at **no charge**. This means regardless of when the vehicle was originally placed in service or its current mileage or ownership, the required repairs will be paid for by GM. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a GM dealer. Please contact your GM dealer to schedule a service appointment that is convenient for you and to find out how long the dealer will need to have your vehicle. Scheduling an appointment will also allow the dealer to make sure required parts are available. Upon verifying that your vehicle has the condition described above, your dealer will replace the ignition cylinder and provide you with two new ignition keys

If your vehicle does not have the condition described above, please keep this letter with your other important glove box literature for future reference. Also, it is very important before exiting your vehicle for you to always make sure the vehicle is in "Park," or in the case of a manual transmission, to put the transmission into reverse gear and set the parking brake.

Reimbursement: If you have paid for repairs for the condition described in this letter, 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 February 28, 2016, unless state law specifies a longer reimbursement period.

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
Pontiac	1-800-762-2737	1-800-833-7668
Saturn	1-800-553-6000	1-800-833-6000
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 are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Alicia S. Boler-Davis
Sr. Vice President
Global Connected Customer Experience

Enclosure
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