

CL-10446470-2452



U.S. Department of Transportation

**National Highway Traffic Safety Administration**

Region 4  
Alabama, Florida, Georgia,  
South Carolina, Tennessee

Atlanta Federal Center  
61 Forsyth Street, S.W.  
Suite 17T30  
Atlanta, GA 30303-3104  
Phone: 404-562-3739  
Fax: 404-562-3763

January 18, 2012

**JAN 27 2012**

[Redacted]  
Lavonia, Georgia [Redacted]

Dear [Redacted]

This is in response to your letter regarding a problem with your 2006 GMC Sierra. We are, by copy hereof, forwarding your letter to our Office of Defects Investigation for their response. All further correspondence should be communicated to the following address and phone number below:

National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue, Southeast  
Washington, D. C. 20590  
(202) 366-3217

Sincerely,

Terrance D. Schiavone  
Regional Program Manager

cc:  
Office of Defects Investigation, NVS-210(w/encl.)

MC  
013112  
DW

January 17, 2012

National Highway Traffic Safety Administration, Region 4  
Atlanta Federal Center  
61 Forsyth St., S.W.  
Atlanta, Georgia 30303

Dear Sir/Madam:

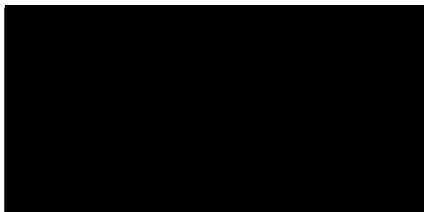
I recently received the attached letter from General Motors concerning a problem they have noted on the 2006 GMC Sierra.

Since I own this model truck I am very concerned about the content of this letter.

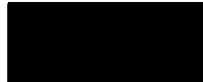
It simply states that when I have the problem they identified that I should bring my truck in for repair. This condition seems to be serious enough to warrant a recall rather than waiting for the problem to occur.

Please advise me of your decision since at this time I am hesitant to drive my truck.

Sincerely,

A large black rectangular redaction box covering the signature area.A black rectangular redaction box covering the first line of the address.

Lavonia, Georgia

A black rectangular redaction box covering the second line of the address.

**GMC**

GMC  
P.O. Box 909989  
Milwaukee, WI 53209-9989



10240 1GTEC19V36Z [redacted] 48 0009118

LAVONIA, GA [redacted]



Dear [redacted]

As the owner of a 2006 model year GMC Sierra, your satisfaction with our product is very important to us.

This letter is intended to make you aware of a condition that may affect your vehicle. If your vehicle is equipped with a manual heating, ventilation, and air conditioning (HVAC) system or heavy duty heater, the interface between the electrical terminals of the relay resistor module and the wiring connector that powers the module may be incapable of conducting higher current levels for sustained periods of blower motor operation. In addition, moisture and other contaminants may enter the fresh air intake plenum and contact the internal circuit of the module or corrode the terminals. If any of these were to occur, the relay resistor module or wiring connector could overheat and the HVAC blower may not function on certain blower settings or may be inoperative. This may be accompanied by a burning smell or smoke.

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

**What We Have Done:** General Motors is providing owners with additional protection for this condition. If this condition occurs on your 2006 GMC Sierra within 10 years of the date your vehicle was originally placed in service or 150,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

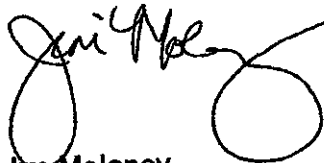
**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a GMC dealer. You may want to contact your GMC dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Present this letter to your dealer as authorization to perform this service.

**Reimbursement:** If you have paid for the repairs for the recall condition, please complete the enclosed form and present it to your dealer with all required documents. Working with the 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 November 30, 2012, unless State law specifies a longer reimbursement period.



If you have any questions or concerns that your dealer is unable to resolve, please contact the GMC Customer Assistance Center at 1.800.462.8782 (TTY 1.800.462.8583).

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.



Jim Moloney  
General Director - Customer & Relationship Services

Enclosure  
10240-2



## 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: \_\_\_\_\_

Please provide this request form and the required documents to your General Motors dealer for processing. 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: \_\_\_\_\_

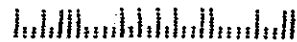
If denied, please provide a copy of this form to the customer and retain original for your files

U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

**Southeast Region**  
Atlanta Federal Center  
61 Forsyth Street, SW.  
Suite 17T30  
Atlanta, GA 30303

**Official Business  
Penalty for Private Use \$300**

National Highway Traffic Safety  
Administration  
Office of Defects Investigation  
NVS-210  
1200 New Jersey Ave, Southeast  
Washington, DC 20590



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\$00.44<sup>0</sup>

01/18/2012

Mailed From 30303  
US POSTAGE