

February 2005

Dear General Motors Customer:

General Motors has decided to conduct a recall to address an issue that relates to motor vehicle safety in certain 2000 model year 2500 and 3500 series Chevrolet CK Pickup, Silverado, Suburban, and Express vehicles; GMC Sierra, Yukon XL, and Savana vehicles.

Some of these vehicles have been built with a driveshaft in the power steering hydraulic pump that can fracture, resulting in loss of hydraulic power assist for steering. On vehicles equipped with Hydro-Boost[®] equipped power brakes, the same condition can also result in loss of power assist for braking. An inoperative pump can cause increased steering effort, and in Hydro-Boost[®] equipped vehicles, also increased braking effort, but does not completely eliminate the ability to steer or slow the vehicle.

What We Will Do: To prevent this condition from occurring, your dealer will replace the hydraulic pump. This service will be performed for you at **no charge**.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Presenting the enclosed customer reply form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please check the appropriate box and provide the new owner information, if available.

Customer Reply Form: The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for this condition.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below. The Customer Assistance Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

| Division | Number | Text Telephones (TTY) |
|-----------------------|----------------|-----------------------|
| Chevrolet | 1-800-630-2438 | 1-800-833-2438 |
| GMC | 1-866-996-9463 | 1-800-462-8583 |
| Puerto Rico – English | 1-800-496-9992 | |
| Puerto Rico – Español | 1-800-496-9993 | |
| Virgin Islands | 1-800-496-9994 | |
| Guam | 1-671-648-8650 | |

Owner Center Online: This free online service offers vehicle and ownership related information and tools tailored to your specific vehicle. To get the most personalized information for your vehicle, visit www.mygmlink.com, and enter your vehicle's 17-character vehicle identification number (VIN) shown on the enclosed customer reply form to get the most personalized information for your vehicle.

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 many miles of enjoyable driving.

General Motors Corporation

Enclosure
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