

July 2005

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**Reason For This Recall:** General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 1999-2002 Chevrolet Silverado and GMC Sierra 1500 Series, and 2001-2005 Chevrolet Silverado and GMC Sierra 2500/3500 Series vehicles equipped with a manual transmission. Some of these vehicles may have a contact condition between the parking brake shoes and parking brake drums when the parking brake is not applied. If this were to occur, the driver may or may not hear an intermittent scraping noise from the rear of the vehicle while driving. This condition could cause parking brake lining wear. If this lining wear is undetected, the parking brake may become ineffective in immobilizing a parked vehicle on a grade. An ineffective parking brake may result in a vehicle crash.

**What Will Be Done:** If your vehicle is a 1500 Series, your GM dealer will inspect the parking brake lining thickness on both rear brakes, and depending on the amount of lining remaining, install either a reduced-force parking brake retainer clip on both rear brakes or parking brake shoe kits, which includes the reduced-force clips. This service will be performed for you at **no charge**.

If your vehicle is a 2500 or 3500 Series, your GM dealer will inspect the parking brake lining thickness on both rear brakes and install a new rear right-hand parking brake cable assembly. Also, depending on the amount of lining remaining, your dealer may also install new parking brake shoes. This service will be performed for you at **no charge**.

**How Long Will The Repair Take?** This inspection and service correction can take anywhere from 40 minutes to 1 hour and 50 minutes, depending on the vehicle and the results of the inspection. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**Contacting Your Dealer:** To limit any possible inconvenience, we recommend that you contact your GM 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. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the listed number 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	

If, after contacting the appropriate Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

**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.

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

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

**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](http://www.mygmlink.com), and enter your vehicle's 17-character vehicle identification number (VIN) shown on the enclosed customer reply form.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

General Motors Corporation

Enclosure  
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