



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

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

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall N242471620.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.
- Drivers may notice harsh shifting or periods of reduced propulsion along with a "check engine" light.

Why is your vehicle being recalled?

Affected powertrain combinations include the 4.3L V6 engine with 8-speed automatic transmission (RPOs LV1/M5U) and the combination 4-cylinder engine with 8-speed automatic transmission (RPOs LWN/MQD). The transmission control module software in these vehicles is incorrectly calibrated to respond to certain electrical failures within the transmission. If these electrical failures are present when the transmission is performing certain shift operations, these miscalibrations can cause harsh shifting or reduced power or may result in unintended deceleration or rear wheel lockup, or at low speeds, the vehicle may move in an unintended direction. If the rear wheels lock-up momentarily while driving or the vehicle moves in an unintended direction at low speeds, there is increased risk of a crash.

What will we do?

Your GM dealer will update the transmission control module software calibration. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 45 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

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.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number
Chevrolet	1-800-222-1020
GMC	1-800-462-8782
Puerto Rico – English	1-866-467-9700
Puerto Rico – Español	1-866-467-9700
Virgin Islands	1-866-467-9700

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied 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, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 24V839.

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

Regina A. Carto
Vice President
Global Product Safety and Systems

GM Recall: N242471620