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November 2007

Dear General Motors Customer,

We have learned that items with the vehicle identification number (VIN) on your 2008 model year Chevrolet Express or GMC Savana have an incorrect Gross Vehicle Weight Rating (GVWR) digit (position 4) in the 17-character Vehicle Identification Number (VIN).

Your van is correctly rated at 10,000 lbs GVWR, but has the character 'J' (GVWR 10,001 - 14,000 lb) in the fourth position of the VIN instead of the correct letter 'H' (GVWR 9,001 - 10,000 lb) in the fourth position of the VIN.

The items and locations with VIN errors are as follows:

Item	Location
1. VIN Plate	Lower edge of windshield on the driver side
2. Manufacturers information label	Rear edge of driver door
3. Noise label	Driver B-pillar
4. Service parts label	Rear edge of passenger door
5. Price label	Passenger door glass
6. Incomplete vehicle ID & rating label	Front cover of incomplete vehicle document (IVD)

There are also 2 partial stamped/etched VINs on the engine and transmission. They contain the last 8 characters of the 17 character VIN with a 9th character at the beginning that designates the selling division. Because these are only partial VINs they are correct.

Intermediate and Final Stage Manufacturers should use the rating found on the label for inclusion on their complete Vehicle Certification Label.

For purposes of dealer service, licensing, or registering this vehicle through any authority, the VIN should have the "H" in the fourth position and this letter should be presented.

What You Should Do:

Owners should retain this letter so that it can be presented to authorities when licensing or registering the vehicles.

If you have any questions or need any assistance, just contact your GM dealer or the appropriate Customer Assistance Center at the number listed below. The Customer Assistance Center's hours are 8:00 AM - 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

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 with many miles of enjoyable driving.

General Motors Corporation

Enclosure
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