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February, 2008

Dear General Motors Customer:

As the owner of a 2002-04 model year Chevrolet Silverado or GMC Sierra truck, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2002-04 model year Chevrolet Silverado; and GMC Sierra trucks, equipped with a 6.6L diesel V8 engine, and California emissions or Clean Fuel Fleet emissions, may experience a condition where the engine glow plugs may fail. This will cause illumination of the Malfunction Indicator Light (MIL). Depending on the ambient cold start conditions and the number of glow plugs failing open, some customers may also comment about hard starting, misfiring and white smoking after cold start.

Do not take your vehicle to your General Motors 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 the engine glow plugs. If this condition occurs on your 2002-04 model year Chevrolet Silverado or GMC Sierra truck, equipped with a 6.6L diesel V8 (LB7) engine, and California emissions or Clean Fuel Fleet emissions, within 10 years of the date your vehicle was originally placed in service or 200,000 miles (320,000 km), 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: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM 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. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by February 28, 2009.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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.

General Motors Corporation

Enclosure
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