

October 2008

Dear General Motors Customer:

We have learned that your 2007-08 model year Chevrolet Silverado, Express; GMC Sierra or Savana vehicle, equipped with a 6.6L Duramax Diesel V8 engine, was produced with a programming error that can result in Engine Control Module memory damage and will cause the engine not to crank or start. This is more likely to occur the longer you operate your vehicle.

Your satisfaction with your Chevrolet Silverado, Express; GMC Sierra or Savana is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** To prevent this condition from occurring, your GM dealer will reprogram the Engine Control Module (ECM) with revised software that corrects the programming error. 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.

**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.

If you have any questions or need any assistance, please 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	

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranties 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.

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.

Scott Lawson  
General Director,  
Customer and Relationship Services

Enclosure  
08142A