

August 2008

Dear General Motors Customer:

We have learned that your 2008 model year Chevrolet Impala equipped with dual zone manual climate control may have software that does not allow the heating and air conditioning system to deliver maximum cold or maximum hot output. If this occurs, the vehicle may not warm or cool as intended.

Your satisfaction with your Chevrolet Impala is very important to us, so we are announcing a program to prevent this condition or to fix it if you have experienced this condition.

What We Will Do: Your Chevrolet dealer will reprogram the heating, ventilation, and air conditioning (HVAC) control head module. This service will be performed for you at **no charge until August 31, 2009.**

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 to better understand related repairs, please contact your dealer.

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.

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 Chevrolet Impala provides you many miles of enjoyable driving.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
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