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March 2008

Dear General Motors Customer:

This letter is to inform you of a condition that can occur in your 2006-08 Chevrolet Silverado HD or GMC Sierra pickup truck when air temperatures fall below minus 40 degrees (-40° C/F) (excluding wind chill). If you do not operate nor expect to park your Silverado or Sierra outside for extended periods in far northern or western plains regions where temperatures may fall below -40° C/F, no action is necessary.

We have learned that your vehicle may have limited or no transmission fluid (oil) flow through the transmission oil cooler after sitting for an extended period of time, such as overnight, during extreme cold temperatures of -40° F/C or less. If the "Elevated Idle Mode" cabin heater performance option is operative and the engine is allowed to idle for an extended period of 15 to 30 minutes while cooler flow is limited, the transmission fluid may overheat, resulting in transmission damage, and subsequent failure.

Your satisfaction with your 2006-08 Chevrolet Silverado HD or GMC Sierra HD pickup truck is very important to us, so we are announcing a program to prevent this condition.

**What We Will Do:** To prevent this condition from occurring, your GM dealer will reprogram the Transmission Control Module (TCM). This service will be performed for you at **no charge until February 28, 2009.**

**What You Should Do:** If you do not operate, nor park your 2006-08 Chevrolet Silverado HD or GMC Sierra HD pickup truck outside for extended periods in extreme cold air temperatures of -40° C/F (excluding wind chill), no action is necessary. Most customers live in locations which do not reach these extreme cold temperatures. If you do expect your Chevrolet Silverado or GMC Sierra to be exposed to these extremes, to limit any possible inconvenience, we recommend that you contact your GM dealer as soon as possible to schedule an appointment for this reprogramming.

This is not the same TCM reprogramming we offered to customers in 2006. You should have this new, improved reprogramming completed even if the earlier reprogramming was completed. GM will reimburse you for the cost of the earlier reprogramming.

If you anticipate that your Chevrolet Silverado or GMC Sierra will be exposed to these extreme cold conditions before you can have the reprogramming performed, you can disable the "Elevated Idle Mode" to temporarily protect your transmission. "Elevated Idle" can be engaged or disengaged using the driver information center controls or by following the steps below:

1. Turn the ignition to RUN, with the engine off.
2. Press the accelerator pedal to the floor and hold while quickly pressing the brake pedal three times in less than eight seconds.
3. Release the accelerator pedal and start the engine.

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**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.

**Reimbursement:** If you paid for TCM reprogramming for this condition before February 29 2008, GM will reimburse you for the reprogramming cost. The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for this condition.

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

**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 2006-08 Chevrolet Silverado HD or GMC Sierra HD pickup truck provides you with many miles of enjoyable driving.

Scott Lawson  
General Director,  
Customer and Relationship Services

Enclosure  
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