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Dear General Motors Customer:

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 -40 °F or °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 2006-07 Chevrolet Silverado HD or GMC Sierra HD pick up truck 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 Transmission Control Module (TCM). 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.

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

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 December 2007, 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. The Customer Assistance Center's hours of operation are from 8:00 AM to 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
Guam	1-671-648-8650	
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 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 GM vehicle provides you many miles of enjoyable driving.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
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