

CSC-10032324-2244

November 2009

Dear General Motors Customer:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

Reason For This Recall: General Motors has decided to conduct an emission recall involving certain 2007-2009 model year Chevrolet Express and Kodiak; 2008-2009 model year Chevrolet Silverado; and 2007-2009 model year GMC Savana, Sierra, and TopKick vehicles equipped with a Duramax 6.6L engine. A revised engine control module (ECM) calibration has been released to improve long-term performance of the exhaust gas recirculation (EGR) system operation. This calibration will reduce the occurrence of exhaust particulate matter accumulation inside the EGR cooler at low engine speeds, and will reduce the incidence of EGR cooler fouling with resultant Service Engine Soon light. Drive cycles that include extended idle times and/or low average vehicle speeds may hasten this condition.

What Will Be Done: Your GM dealer will reprogram the engine control module and, if applicable, the transmission control module. This service will be performed for you at **no charge**.

How Long Will The Repair Take? Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 25 to 45 minutes.

What You Should Do: Please contact your GM dealer to arrange a service date. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

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	
GM Medium Duty Truck	1-800-862-4389	

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition. Even though you may have already had this condition corrected, you will still need to take your vehicle to your dealer for this new programming.

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.

Emission Law Information: In order to ensure your full protection under the emission warranty made applicable to your vehicle by state or federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson
Director,
Customer and Relationship Services

Enclosure
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