

September 2009

Dear General Motors Customer:

We have learned that your 2006, 2007, or 2008 model year Chevrolet Silverado HD or GMC Sierra HD vehicle, equipped with an Allison 1000 transmission and Duramax 6.6L diesel V8 engine, 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, less than -40 °F or °C, excluding wind chill. 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 GM vehicle is very important to us, so we are announcing a program to prevent this condition.

What We Will Do: Your GM dealer will reprogram the Transmission Control Module (TCM) with a new enhanced calibration for increased protection. This service will be performed for you at **no charge until September 30, 2010.**

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.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for this condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by September 30, 2010. Even though you may have already had this condition corrected, you will still need to take your vehicle to your dealer for the enhanced calibration.

If you have any questions or need any assistance to better understand related repairs, please contact your dealer. If you have questions related to a potential reimbursement, please contact 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 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
Director,
Customer and Relationship Services

Enclosure
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