

October 2009

Dear General Motors Customer:

We have learned that your 2008-09 Chevrolet Tahoe or GMC Yukon; 2009 Cadillac Escalade, Chevrolet Silverado, or GMC Sierra vehicle, equipped a Two-Mode Hybrid Transmission may have a condition in which excessive pressure on the transmission clutch could cause a fracture. This may result in an improper transmission shift when shifting from third to fourth gear. It may also cause the engine to run at a higher RPM, reduce fuel economy, and illuminate the Service Engine Soon light.

Your satisfaction with your Cadillac Escalade, Chevrolet Tahoe, or GMC Yukon 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 controller to reduce the clutch pressure and possibly replace the control solenoid valve. This service will be performed for you at **no charge until October 31, 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.

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)
Cadillac	1-866-982-2339	1-800-833-2622
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