

November 2012

Dear General Motors Customer:

We have learned that your 2010 or 2011 model year Cadillac Escalade, Escalade ESV, or Escalade EXT, or Chevrolet Avalanche, Silverado, Suburban, or Tahoe, or GMC Sierra, Yukon, or Yukon XL vehicle, equipped with Active Fuel Management (AFM), may have a condition in which normal engine vibration while in AFM mode may cause the transmission dipstick tube to fatigue and fracture. If this occurs, it could cause a tick or rattle noise from the front of the vehicle.

Your satisfaction with your GM vehicle 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:** Your GM dealer will inspect the transmission dipstick tube for a fracture and replace it if necessary. If no fracture is found, your dealer will install a foam sleeve around the tube to absorb the vibration. This service will be performed for you at **no charge until November 30, 2014**. After that, any applicable warranty will apply.

**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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
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 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.

Jim Moloney  
General Director,  
Customer and Relationship Services