

CSC-10057068-3021

November 2014

Dear General Motors Customer:

Certain 2010-2014 model year Chevrolet Express and GMC Savana model vehicles, equipped with Engine RPO L96 (6.0L V-8) and Transmission RPO MYD (6 Speed Auto), may have a condition in which high duty cycle use while pulling trailers and/or vehicles (such as fleet customers driving cut-away models with 16 foot boxes) can exceed the target energy input to the clutch. This may lead to faster torque converter clutch friction material wear than expected. Some operators of vehicles with this condition have reported a driveline vibration or shudder feeling.

Your satisfaction with your Express or Savana 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 reprogram the Transmission Control Module. This service will be performed for you at **no charge until** November 30 2016. 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.

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)
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	
GM Medium Duty Truck	1-800-862-4389	

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.

Alicia S. Boler-Davis
Sr. Vice President
Global Quality & Customer Experience