

Dear General Motors Customer:

As the owner of a 2003-2006 model year Chevrolet Avalanche, Suburban, Tahoe; GMC Yukon, Yukon XL; or 2003-2007 model year Chevrolet Silverado and GMC Sierra vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware of a condition that may affect your vehicle. The relay resistor module (which controls blower motor speed) and/or the wiring connector that powers the module may overheat during sustained blower motor operation, or if moisture and other contaminants contact the internal circuit of the module. These occurrences may result in an inoperative blower motor, or result in a blower motor that functions only on certain settings. This may be accompanied by a burning smell or smoke.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for this condition. If this condition occurs on your 2003-2006 model year Chevrolet Avalanche, Suburban, Tahoe; GMC Yukon, Yukon XL; or 2003-2007 model year Chevrolet Silverado and GMC Sierra vehicle, equipped with a manual HVAC or heavy duty heater, within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed form and present it to your dealer with all required documents by January 31, 2013, unless otherwise specified by State law.

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	

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Jim Moloney
General Director,
Customer and Relationship Services

Enclosure
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