



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

March 31, 2014

Ms. Carmen Benavides  
Director, Product Investigations  
General Motors LLC  
30001 Van Dyke - Mail Code 480-210-2V  
Warren, MI 48090-9055

NVS-215KS  
14V-153

**Subject:** Sudden Loss of Electric Power Steering

Dear Ms. Benavides:

This letter serves to acknowledge General Motors LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CHEVROLET/COBALT/2010  
CHEVROLET/HHR/2009-2010  
CHEVROLET/MALIBU/2004-2006, 2008-2009  
CHEVROLET/MALIBU MAXX/2004-2006  
PONTIAC/G6/2005-2006, 2008-2009  
SATURN/AURA/2008-2009  
SATURN/ION/2004-2007

**Mfr's Report Date:** March 31, 2014

**NHTSA Campaign Number:** 14V-153

**Components:**

STEERING:ELECTRIC POWER ASSIST SYSTEM

**Potential Number of Units Affected:** 1,340,447

**Problem Description:**

General Motors LLC (GM) is recalling certain model year 2004-2006 and 2008-2009 Chevrolet Malibu, 2004-2006 Malibu Maxx, 2009-2010 HHR (non-turbo), 2010 Cobalt, 2008-2009 Saturn Aura and 2004-2007 Ion, and 2005-2009 Pontiac G6. In the affected vehicles, there may be a sudden loss of electric power steering (EPS) assist that could occur at any time while driving.

**Consequence:**

If power steering assist is lost, greater driver effort would be required to steer the vehicle at low speeds, increasing the risk of a crash.

**Remedy:**

GM will notify owners, and dealers will perform one of four bulletins. Parts are not currently available. GM expects to send an interim notification around April 28, 2014. When parts are available, owners will be mailed a second letter to come in to have the applicable bulletin applied. Bulletin 14115 covers model year 2004-2007 Saturn Ion, 2009-2010 Chevrolet HHR and 2010 Chevrolet Cobalts. Dealers will replace the EPS motor. Bulletin 14116 covers model year 2004-2006 Chevrolet Malibu and Malibu Maxx, 2005-2006 Pontiac G6 and 2008-2009 Chevrolet Malibu, Pontiac G6 and Saturn Aura built from March 1, 2008, through June 27,

2008. Dealers will replace the torque sensor assembly. Bulletin 14117 covers model year 2008 Chevrolet Malibu, Pontiac G6 and Saturn Aura built from February 1, 2008, through February 28, 2008. Dealers will replace the torque sensor assembly and EPS motor controller unit. Bulletin 14118 covers model year 2008 Chevrolet Malibu, Pontiac G6 and Saturn Aura built from October 1, 2007, through January 31, 2008. Dealers will replace the EPS motor controller unit. Owners may contact Chevrolet at 1-800-630-2438, Saturn at 1-800-553-6000, and Pontiac at 1-800-620-7668. GM's number for this recall is N140115. Note: GM bulletin number 14119 will be implemented for model year 2006-2008 and early production of 2009 Chevrolet HHR (non-turbo) and model year 2003 Saturn ION to provide EPS Motor replacement for the life of the vehicle.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

As required in Part 573.6(c)(6), in the case of a defect, please provide a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information, with their dates of receipt. Please provide this information as soon as possible.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement