

GM CUSTOMER CARE AND AFTERSALES
DCS3175
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 31, 2014

Subject: Upcoming Safety Recall – Electric Power Steering

Models: All 2004-2005 and some 2006, 2008-2009 Chevrolet Malibu
All 2004-2005 and some 2006 Chevrolet Malibu Maxx
Some 2009-2010 Chevrolet HHR (non-turbo)
Some 2010 Chevrolet Cobalt
Some 2008-2009 Saturn Aura
All 2004-2007 Saturn ION
All 2005 and some 2006, 2008-2009 Pontiac G6
Serviced Parts Installed Under Safety Recall 10023 Prior to May 31, 2010

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

Today, General Motors notified the National Highway Traffic Safety Administration (NHTSA) about a safety recall that involves all 2004-2005 and some 2006, 2008-2009 Chevrolet Malibu, all 2004-2005 and some 2006 Chevrolet Malibu Maxx, some 2009-2010 Chevrolet HHR (non-turbo), some 2010 Chevrolet Cobalt, some 2008-2009 Saturn Aura, all 2004-2007 Saturn ION, all 2005 and some 2006, 2008-2009 Pontiac G6, and serviced parts installed under Safety Recall 10023 prior to May 31, 2010.

Vehicles that were included in Safety Recall 10023 are not included unless they were repaired prior to May 31, 2010. Vehicles that were repaired under special coverage bulletin numbers 10183 and 10187 are not included. Vehicles that were repaired with parts without defective components are not included in this recall.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in the vehicles identified above. The subject vehicles equipped with electric power steering (EPS) may experience a sudden loss of power steering assist that could occur at any time while driving. If the power steering assist is lost, a message is displayed on the Driver Information Center and a chime sounds to inform the driver. Steering control can be maintained, as the vehicle will revert to a manual steering mode, but would require greater driver effort at low vehicle speeds, which could result in an increased risk of a crash.

GM is working with suppliers to obtain the required parts as soon as possible. Dealers will be advised in the near future when the recall bulletins are being released. Initial owner notification letters about the recall is expected to be mailed the week of April 28, 2014. A second owner letter will be mailed and the formal dealer bulletin and special coverage bulletin will be provided when parts are available.

GM anticipates that the Investigate Vehicle History screen in the Global Warranty Management system will be updated the week of April 7, 2014.

Due to different dealer repairs, the bulletins will be released as described below.

Bulletin number 14115:

Model and Model Years: 2004-2007 Saturn ION vehicles
2009-2010 HHR (non-turbo)
2010 Chevrolet Cobalt
Service Parts

Dealers are to replace the power steering motor.

Bulletin number 14116:

Model and Model Years: 2004-2006 Chevrolet Malibu/Malibu Maxx
2005-2006 Pontiac G6
2008-2009 Chevrolet Malibu, Pontiac G6 and Saturn Aura
built from 3-1-08 thru 6-27-08

Dealers are to replace the torque sensor assembly.

Bulletin number 14117:

Model and Model Years: 2008 Chevrolet Malibu, Pontiac G6 and Saturn Aura built
from 2-1-08 thru 2-28-08

Dealers are to replace the torque sensor assembly and power steering motor controller unit.

Bulletin number 14118:

Model and Model Years: 2008 Chevrolet Malibu, Pontiac G6 and Saturn Aura built
from 10-1-07 thru 1-31-08

Dealers are to replace power steering motor controller unit.

Note: A special coverage (GM bulletin number 14119) will be implemented for MY 2006-2008 and early production of 2009 Chevrolet HHR (non-turbo) and MY 2003 Saturn ION to provide EPS Motor replacement for the life of the vehicle.

Please do not call GM Technical Assistance.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALE