



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

1200 New Jersey Avenue SE
Washington, DC 20590

August 11, 2011

MS. CARMEN BENAVIDES
DIRECTOR, PRODUCT INVESTIGATIONS
AND SAFETY REGULATIONS
GENERAL MOTORS LLC
MAIL CODE: 480-210-2V1
30001 VAN DYKE ROAD
WARREN, MI 48090-9020

NVS-215dgl
11V-398

SUBJECT: POWER STEERING HOSE

DEAR MS. BENAVIDES:

This letter serves to acknowledge General Motors LLC's (GM) notification to the National Highway Traffic Safety Administration (NHTSA) of a defect in the vehicles listed below for which a safety recall campaign will be conducted pursuant to Federal law.

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/IMPALA/2012

NHTSA Campaign Number: 11V-398

Mfg's Report Date: August 5, 2011

Components: STEERING: HYDRAULIC POWER ASSIST: HOSE, PIPING, AND CONNECTIONS

Potential Number of Units Affected: 10,344

Summary:

GM IS RECALLING CERTAIN MODEL YEAR 2012 CHEVROLET IMPALA VEHICLES MANUFACTURED FROM APRIL 19, 2011, THROUGH JULY 29, 2011. THE UPPER POWER STEERING HOSE MAY HAVE BEEN MISROUTED SO THAT IT CAN COME IN CLOSE PROXIMITY TO AND/OR CONTACT THE CATALYTIC CONVERTER. WITH THE ENGINE ON, HEAT FROM THE CATALYTIC CONVERTER MAY MELT THE POWER STEERING HOSE.

Consequence:

POWER STEERING FLUID COULD FLOW ONTO THE CATALYTIC CONVERTER, AND AN ENGINE COMPARTMENT FIRE COULD OCCUR.

Remedy:

GM DEALERS WILL INSPECT TO ENSURE THAT THE UPPER POWER STEERING HOSE IS ROUTED CORRECTLY AND MAKE THE NECESSARY REPAIRS FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR BEFORE AUGUST 12, 2011. OWNERS MAY CONTACT CHEVROLET AT 1-800-630-2438.

Notes:

GM'S SAFETY RECALL CAMPAIGN NUMBER IS 11224. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Please be reminded of the following requirements:

We have received GM's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete. 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 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 1-202-366-9525, or by email at Delia.Lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

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