

**GM SERVICE AND PARTS OPERATIONS  
DCS1887  
URGENT DISTRIBUTE IMMEDIATELY**

Date: October 18, 2007

Subject: 07220 Product Safety Recall  
Incorrect Steering Gear Spacer

Models: 2003 - 2007 Chevrolet Kodiak  
2003 - 2007 GMC TopKick  
8500 Series

To: All Chevrolet and GMC Dealers

Attention: Service Manager, Parts Manager and Warranty Administrator

**PRODUCT FIELD ACTION ANNOUNCEMENT**

General Motors is announcing Product Safety Recall 07220 today. The total number of vehicles involved is 1,295. Please see the attached bulletin for details.

**Mailing Information**

Customer notification letter mailing will begin on October 25, 2007.

**GM Vehicle Inquiry System (GMVIS)**

GMVIS information will be available on October 19, 2007.

**Service Information System (SI)**

The bulletin is scheduled to be available on October 19, 2007.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available in GM DealerWorld on October 18, 2007.

**PLEASE DOUBLE CLICK ON THE ICON BELOW  
TO VIEW OR PRINT THE BULLETIN**

END OF MESSAGE  
GM SERVICE AND PARTS OPERATIONS



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Incorrect Steering Gear Spacer

**MODELS:** 2003-2007 Chevrolet Kodiak  
2003-2007 GMC TopKick  
8500 Series

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2003–2007 model year Chevrolet Kodiak and GMC TopKick 8500 series vehicles. The steering gear on these vehicles may have been produced incorrectly. A steering gear with this condition may produce the feeling of hitting a curb and a cracking or pinging sound when the steering wheel is turned. The steering wheel position may become off-center and increased effort may be required when turning. If these warning signs are ignored and the vehicle continues to be driven, loss of steering could result and a crash could occur.

### CORRECTION

Dealers are to inspect, and if necessary, replace the steering gear. Since the inspection can easily be performed by the customer, and to reduce their inconvenience, an inspection procedure is being mailed to customers (excluding export customers).

### VEHICLES INVOLVED

Involved are **certain** 2003-2007 model year Chevrolet Kodiak and GMC TopKick 8500 series vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2003	Chevrolet	Kodiak	3F506266	3F522319
2004	Chevrolet	Kodiak	4F100340	4F522654
2005	Chevrolet	Kodiak	5F500091	5F534406
2006	Chevrolet	Kodiak	6F400058	6F433673
2007	Chevrolet	Kodiak	7F401536	7F425901
2003	GMC	TopKick	3F502503	3F522497
2004	GMC	TopKick	4F100415	4F522935
2005	GMC	TopKick	5F500034	5F534665
2006	GMC	TopKick	6F400210	6F434730
2007	GMC	TopKick	7F400023	7F426560

**Important:** Dealers are to confirm vehicle eligibility prior to beginning repairs by using the GM Vehicle Inquiry System (GMVIS). Not all vehicles within the above breakpoints may be involved.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided through the applicable system listed below. Dealers will not have a report available if they have no involved vehicles currently assigned.

- US dealers - GM DealerWorld Recall Information
- Canadian dealers - GMinfoNet Recall Reports
- Export dealers - sent directly to dealers

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### PARTS INFORMATION

Parts required to complete this recall are to be obtained from General Motors Service and Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

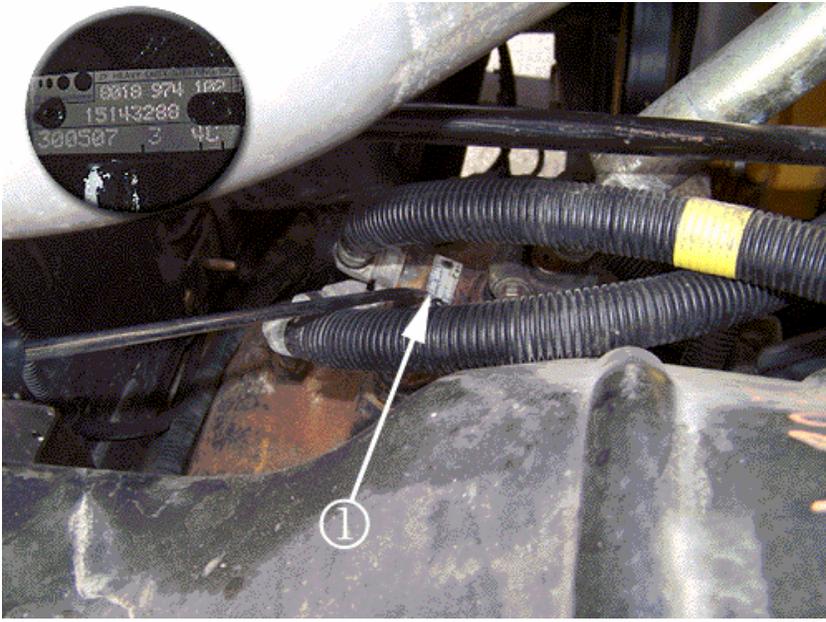
Part Number	Description	Quantity/Vehicle
15143282*	Gear, Strg	1 (If Req'd)
88861045 – US 88861043 - CN	Fluid, A/Trns Dexron VI	As Needed

\* Dealers will receive a request to return the removed steering gear to the WPC.

### SERVICE PROCEDURE

**Important: Steering gears built incorrectly will exhibit symptoms within 15,000 miles (24,000 km) of use.**

1. Determine the actual mileage on the steering gear. Use the vehicle build date, vehicle mileage, and date code on the steering gear to determine steering gear mileage.



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The steering gear information tab is located on top of the steering gear. The six-digit date code is located on the bottom of the steering gear tab. Refer to the illustration above. The view is from the left (driver's side) of the engine compartment.

- Steering gears with a date code beginning with 250407 (dd/mm/yy) and thereafter, the steering gear is good. No further action is required.
  - If the mileage on the vehicle is 15,000 miles or greater and the steering gear date code is prior to the vehicle build date, then the steering gear is good. No further action is required.
  - If the steering gear date code is after the vehicle build date, the steering gear is not original equipment. The steering gear requires replacement. Proceed to Step 2.
2. Replace the steering gear. Refer to *Steering Gear Replacement* in SI. Removed steering gears are to be returned to the WPC.
  3. Flush the power steering system. Refer to *Power Steering System Flushing* in SI.
  4. Bleed the power steering system. Refer to *Power Steering System Bleeding* in SI.

#### CUSTOMER REIMBURSEMENT – For GM US

All customer requests for reimbursement of previously paid repairs for the recall condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Customer Reimbursement Procedure and Claim Form is included with the customer letter.

**IMPORTANT:** (For GM US Only) Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

**CUSTOMER REIMBURSEMENT** – For Canada and Export

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by October 31, 2008.

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of repair expense(s) that were not reimbursed, a description of the repair, and the person or entity performing the repair.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by WINS.

**IMPORTANT:** Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement verification.

**CLAIM INFORMATION**

Submit a Product Recall Claim with the information indicated below:

<b>Repair Performed</b>	<b>Part Count</b>	<b>Part No.</b>	<b>Parts Allow</b>	<b>CC-FC</b>	<b>Labor Op</b>	<b>Labor Hours</b>	<b>Net Item</b>
Inspect Power Steering Gear Assembly – No Further Action Required	N/A	N/A	N/A	MA-96	V1724	0.2	N/A
Inspect & Replace Power Steering Gear Assembly (inc. Power Steering System Flush & Bleed Procedures)	1	---	*	MA-96	V1725	3.0	**
Customer Reimbursement (Canadian & Export Dealers/US CAC)	N/A	N/A	N/A	MA-96	V1726	0.2	***

\* The "Parts Allowance" should be the sum total of the current GMSPPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for the power steering gear assembly needed to complete the repair.

\*\* The amount identified in the "Net Item" column should represent the actual sum total of the current GMSPPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for the actual amount of Dexron VI needed to perform the required repairs, not to exceed \$39.54 USD, \$39.58 CAD.

\*\*\* The amount identified in the "Net Item" column should represent the dollar amount reimbursed to the customer.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

**CUSTOMER NOTIFICATION** – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

### CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

### DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

October 2007

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect that relates to motor vehicle safety exists in certain 2003-2007 model year Chevrolet Kodiak and GMC TopKick 8500 series vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## I M P O R T A N T

- Your vehicle is involved in safety recall 07220.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### **Why is your vehicle being recalled?**

The steering gear on your vehicle may have been produced incorrectly. A steering gear with this condition may produce the feeling of hitting a curb and a cracking or pinging sound when the steering wheel is turned. The steering wheel position may become off-center and increased effort may be required when turning. If these warning signs are ignored and the vehicle continues to be driven, loss of steering could result and a crash could occur.

### **What will we do?**

Your GM dealer will inspect, and if necessary, replace the steering gear. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection time of approximately 15 minutes. If the steering gear requires replacement, an additional 2 hours and 20 minutes will be required.

### **What should you do?**

Since the inspection procedure can easily be performed, and to reduce your inconvenience, we have included the instructions with this letter. If you desire, however, you may take your vehicle to your dealer for inspection. If you would like your dealer to perform the inspection, contact your dealer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

### **Did you already pay for this repair?**

The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

### **Do you have questions?**

If you have 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)
GM Medium Duty Truck	1-800-862-4389	
Guam	1-671-648-8650	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Scott Lawson  
General Director,  
Customer and Relationship Services

Enclosure  
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