



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Electric Power Steering Assist

**MODELS:** 2008 Chevrolet Malibu  
2008 Pontiac G6  
2008 Saturn Aura

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in some 2008 model year Chevrolet Malibu, Pontiac G6, and Saturn Aura vehicles equipped with electric power steering (EPS). The subject vehicles equipped with 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 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.

### CORRECTION

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

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

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 to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

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.

### PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). 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
23232310	SENSOR KIT – STRG SHAFT TORQUE	1
22837369	MODULE, ELEK P/S MOT CONT	1

### SPECIAL TOOLS

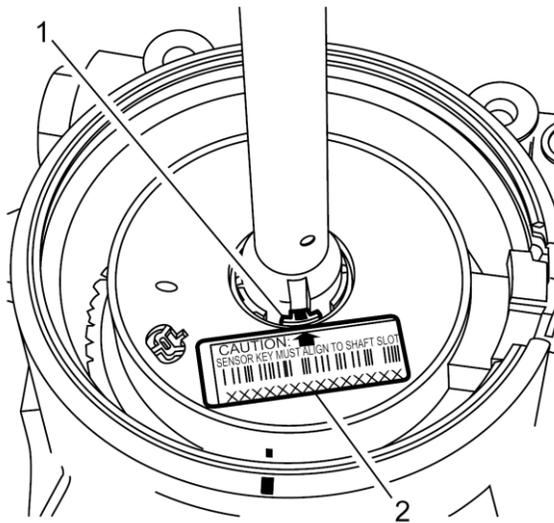
All dealers were shipped a snap ring pliers adapter, GE-45126-5, and snap ring pliers, J-45126, for use in this recall. The shipments should have been received at dealerships no later than July 10, 2014. These tools are being furnished at no charge. Additional tools, if required, may be purchased by calling 1-800-GM-Tools (1-800-468-6657).

### SERVICE PROCEDURE

**Note:** A video that demonstrates the steering shaft torque sensor replacement can be viewed at [www.centerlearning.com](http://www.centerlearning.com) (or use the link on Global Connect). Select "Resources" then "Video On Demand". The VOD portal will open. Select GM STC from the choices on the left. Search for 10214.07D. This will bring up the July 2014 Emerging Issues Seminar. The video is part of this seminar. Click on the thumbnail to launch the video. Video available in US only.

**Note:** Refer to the investigate vehicle history screen (IVH) to determine if the steering column **or** electric power steering motor controller module has been replaced. Only replace the parts that have NOT been replaced during the August 2008 to present time frame.

- If the steering column was replaced during the August 2008 to present time frame, do NOT replace the steering shaft torque sensor.
  - If the power steering motor controller module was replaced during the August 2008 to present time frame, do not replace the power steering motor controller module.
1. Remove the steering shaft torque sensor. Refer to *Steering Shaft Torque Sensor Replacement* in SI.
  2. Install a new steering shaft torque sensor. Refer to *Steering Shaft Torque Sensor Replacement* in SI.



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3. Document the last 9 digits of the NEW steering shaft torque sensor on the vehicle repair order. The serial number is located on the bottom of the caution label (2).
4. Remove the power steering assist motor. Refer to *Power Steering Assist Motor Replacement* in SI.
5. Install a new power steering assist motor. Refer to *Power Steering Assist Motor Replacement* in SI.

#### CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by July 31, 2015, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

**All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.**

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

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

**IMPORTANT:** GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer **MUST** provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

#### CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by July 15, 2015.

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

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

#### COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

**Note:** To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9100548	Steering Shaft Torque Sensor Replacement*	1.1	N/A
9100549	Power Steering Assist Motor Replacement	0.6	N/A
9100550	Steering Shaft Torque Sensor and Power Steering Assist Motor Replacement*	1.7	N/A
9100551	Customer Reimbursement Approved**	0.2	***
9100552	Customer Reimbursement Denied - For US dealers only	0.1	N/A

\* To prevent a rejection of the warranty transaction, the last 9 digits of the NEW steering shaft torque sensor, which was recorded on the vehicle repair order, MUST be entered when submitting the warranty transaction.

\*\* Customer reimbursement will not close this recall. The service procedure must also be performed on the vehicle. Submit the customer reimbursement warranty transaction prior to submitting the repair transaction. Failure to do so will result in rejection of the repair warranty transaction.

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

**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)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

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.

