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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

2004 SEP 13 AM 9:53

FOR AGENCY USE ONLY 1388	
Date Received: 30-JUL-2004	Repository ☐
	Reference No.: 10083813

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City: SPRING HILL	State: KS	Zip Code:	

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☑ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 8/18/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at Base of Windshield on driver's side	Make	Model	Model Year
2G1WX12X2V9	FORD	FOCUS	2002

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Sep 00	Olathe Ford				
Original Owner ☐	Dealer's City: Olathe	State: KS	Zip Code: 66061		

Transmission Type		Powertrain	Vehicle Component Code
	☒ Antilock Brakes ☐ Cruise Control		103000 POWER TRAIN:AUTOMATIC TRANSMISSION Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
20-MAY-2004	121000	5	internal in the power steering rack bearing recall

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMALSARC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☒ Yes ☐ No	☐ Yes ☒ No	0	0	Y

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

WHILE MAKING A RIGHT HAND TURN AT 5 MPH VEHICLE LOST POWER, CAUSING CONSUMER'S VEHICLE TO HIT A POLE. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK

McCarthy Chevy said that it was a piece that connected to the rack & was internal & not a recall. It should be included due to the rack connects to the power steering part. Recall stated no matter of miles, condition, or anything. Was in McCarthy for recall on the bearing but they never replaced the rack

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Recall still under warranty & on way to take leave to lost power steering & wrecked. When recall came out only thing replaced was bearing & then 4 mth later they say it was "interal" in the rack that connects to the power steering which was under recall metric. Dept to dealer. had to replace whole rack instead of getting damage from wreck repaired. I feel that dealership should had replaced rack when they replaced bearing.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use $300

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

2 37

VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

D

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

I have also contacted GM on my drivers window cause I have had to replace the regulator and run channel 3 x's since I have had this car and thats been 4 yrs. Each time it has cost me over $200 and it does not work now. GM said they have had no complaints or recalls, I have made a complaint each time.

150 - E. Lawrence St Apt D
Spring Hill KS 66083

06/29/2004 HISTORY LISTING 3010
14:36:53 PAGE 1

CUSTOMER NAME : SERIAL NO. : 2G1WX12X2V9

R.O NO. : 685347 R.O DATE : 06/28/2004 R.O TYPE : S
MILEAGE : 120350 ADVISOR NO. : 24080

JOB NUMBER : 1 OPERATION 050LZ OP. DESC. DRIVEABILITY
SALE TYPE : C TECHNICIAN NO(S). 24084
COMPLAINT : CUSTOMER STATES ENGINE RUNS ROUGH AT IDLE AND SES LIGHT ON
CAUSE : P0300 #3 CYLINDER MISFIRE
CORRECTION : R R UPPER INTAKE, FOUND PLUG FOULED
REPLACE PLUG AND TEST DRIVE

R.O NO. : 670633 R.O DATE : 03/01/2004 R.O TYPE : S
MILEAGE : 113568 ADVISOR NO. : 24080

JOB NUMBER : 1 OPERATION 050LZ OP. DESC. DRIVEABILITY
SALE TYPE : C TECHNICIAN NO(S). 24084
COMPLAINT : CUSTOMER STATES SES LIGHT ON HAS MISSFIRE ADVISE
CAUSE : CODE P0300 STORED
CORRECTION : NECESSARY TO PERFORM SYSTEM TEST, AND REPLACE #4 SPARKPLUG

COMMENTS : RECALL
FRONT VALVE COVER GASKET 150.00 PLUS TAX
BOTH VALVE COVERS 400.00 PLUS TAX

R.O NO. : 670362 R.O DATE : 02/27/2004 R.O TYPE : S
MILEAGE : 113419 ADVISOR NO. : 24080

JOB NUMBER : 1 OPERATION 020LZ03062 OP. DESC. STEERING GEAR
SALE TYPE : W TECHNICIAN NO(S). 24058
COMPLAINT : GENERAL MOTORS HAS DECIDED THAT A DEFECT, WHICH RELATES TO MOTOR VEHICLE SAFETY, EXISTS IN CERTAIN 1996-1998 BUICK REGAL; 1997-1998 CHEVROLET LUMINA, MALIBU, AND MONTE CARLO; 1997-1998 OLDSMOBILE CUTLASS; 1996-1997 OLDSMOBILE CUTLASS SUPREME; 1998 OLDSMOBILE INTRIGUE; AND 1996 PONTIAC GRAND PRIX VEHICLES. SOME OF THESE VEHICLES HAVE A CONDITION WHERE
CAUSE : THE LOWER PINION BEARING IN THE POWER STEERING GEAR MAY SERARATE. MOST REPORTS INDICATE THE DRIVER EXPERIENCED AN INTERMITTENT LOSS OF POWER STEERING ASSIST WHEN MAKING LEFT TURNS, USUALLY AT LOW SPEEDS. POWER ASSIST IS NORMAL IN RIGHT HAND TURNS. WHEN TRYING TO TURN LEFT, SOME DRIVERS COULD EXPERIENCE HIGHER RESISTANCE OR, IN A FEW CASES,
CORRECTION : ASSIST TOWARDS THE RIGHT. IF THIS HAPPENS WHILE THE VEHICLE IS MOVING, A CRASH COULD RESULT. DEALERS ARE TO INSPECT THE CONDITION OF THE LOWER PINION BEARING AND REPLACE THE LOWER PINION BEARING, OR IN A FEW CASES, REPLACE THE RACK AND PINION STEERING GEAR ASSEMBLY.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

670362 V1074

COMMENTS : UNHAPPY WITH WINDOW AND MISSFIRE

R.O NO. : 564521 R.O DATE : 11/21/2001 R.O TYPE : S
MILEAGE : 70881 ADVISOR NO. : 24155

JOB NUMBER : 1 OPERATION 050LZ OP. DESC. DRIVEABILITY
SALE TYPE : C TECHNICIAN NO(S). 20094
COMPLAINT : CUSTOMER STATES THE VEH WILL NOT START..CHECK AND ADVISE.
CAUSE : CHECKED AND FOUND FUEL PRESSURE AT 0.
CORRECTION : R&R FUEL TANK AND REPLACED THE FUEL PUMP AND SENDER
AND FUEL FILTER.

JOB NUMBER : 2 OPERATION 120LZ OP. DESC. SUBLET
SALE TYPE : C TECHNICIAN NO(S).
COMPLAINT : TOW

COMMENTS : MARTIN MUSIN AT OLATHE FORD
PO 200949,
FAX 782-9057

R.O NO. : 560478 R.O DATE : 10/26/2001 R.O TYPE : S
MILEAGE : 68378 ADVISOR NO. : 24080

JOB NUMBER : 1 OPERATION 120L OP. DESC. RENTAL
SALE TYPE : C TECHNICIAN NO(S).

JOB NUMBER : 2 OPERATION 010LZ OP. DESC. MAINTENANCE
SALE TYPE : I TECHNICIAN NO(S). 24243
COMPLAINT : CREDIT FOR 5 OIL FILTERS 25171377
CROSS REFRENCE RO 557854

R.O NO. : 557854 R.O DATE : 10/08/2001 R.O TYPE : S
MILEAGE : 68377 ADVISOR NO. : 24080

JOB NUMBER : 1 OPERATION 020LZZ OP. DESC. FRONT END
SALE TYPE : W TECHNICIAN NO(S). 24058
COMPLAINT : PEFORM SPECIAL POLICY 01056
CAUSE : PERFORM SPECIAL POLICY 01056
CORRECTION : COMPLETED SPECIAL POLICY 01056

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
557854 T5563

JOB NUMBER : 2 OPERATION 010LZLDF OP. DESC. LDF
SALE TYPE : C TECHNICIAN NO(S). 24243
COMPLAINT : LUBE OIL AND FILTER
CHECK COOLANT PROTECTION
CORRECTION : COMPLETED LUBE, OIL, AND FILTER CHANGE

JOB NUMBER : 3 OPERATION 030LZ OP. DESC. LIGHT LINE
SALE TYPE : C TECHNICIAN NO(S). 24152
COMPLAINT : CUSTOMER STATES DRIVERS WINDOW NOT WORKING
CAUSE : REGULATORS BINDING AT TOP
CORRECTION : REPLACDED THE WINDOW REGULATORS

JOB NUMBER : 4 OPERATION 030LZ1 OP. DESC. LIGHT LINE
SALE TYPE : C TECHNICIAN NO(S). 24152
COMPLAINT : CUSTOMER STATES REAR DEFROST INOP
CORRECTION : REAR DEFROST SHOULD WORK. HAS POWER AND GROUND. DOME LIGHTS
DIM WHEN ITS ON

COMMENTS : RENTAL
OLATHE FORD TO PAY

R.O NO. : 526393 R.O DATE : 02/06/2001 R.O TYPE : S
MILEAGE : 57351 ADVISOR NO. : 24080

JOB NUMBER : 1 OPERATION 050LZ OP. DESC. DRIVEABILITY
SALE TYPE : C TECHNICIAN NO(S). 24134
COMPLAINT : CUSTOMER STATES CHECK ENGINE LIGHT ON HESITATES ON ACCELL
CORRECTION : CUSTOMER DECLINES PLUGS AT THIS TIME

JOB NUMBER : 2 OPERATION 030LZ OP. DESC. LIGHT LINE
SALE TYPE : C TECHNICIAN NO(S). 24134
COMPLAINT : CUSTOMER STATES IGNITION KEY HARD TO REMOVE AT TIMES
CORRECTION : NECESSARY TO PERFORM SYSTEM TEST REPLACE IGNITION CYLINDER
AND MULTIFUNCTION SWITCH

COMMENTS : OLATHE FORD PD
#192170
MARCUS

R.O NO. : 510810 R.O DATE : 09/19/2000 R.O TYPE : S
MILEAGE : 52095 ADVISOR NO. : 24080

JOB NUMBER : 1 OPERATION 020LZ OP. DESC. FRONT END
SALE TYPE : C TECHNICIAN NO(S). 20093
COMPLAINT : CUSTOMER STATES THERE IS A GRINDING NOISE WHEN BRAKES
APPLIED
CORRECTION : NO ABNORMAL NOISE HEARD AT THIS TIME

JOB NUMBER : 2 OPERATION 030LZ1 OP. DESC. LIGHT LINE
SALE TYPE : C TECHNICIAN NO(S). 24139
COMPLAINT : CUSTOMER STATES DRIVERS WINDOW NOT WORKING
CORRECTION : NECESSARY TO REMOVE AND REPAIR WINDOW RUN CHANELL

JOB NUMBER : 3 OPERATION 050LZ2 OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 20093
COMPLAINT : PERFORM PLUG WIRE RECALL 99021
CORRECTION : REPLACED PLUG WIRES PER CAMPAIGN

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
510810 V0319

JOB NUMBER : 4 OPERATION 060LZ OP. DESC. TRANSMISSION
SALE TYPE : C TECHNICIAN NO(S). 20093
COMPLAINT : SHIFTER NOT WORKING
CORRECTION : NECESSARY TO REMOVE CENTER CONSOLE AND REPLACE
SHIFTER CABLE

July 25th, 04

On February 27.2004 I took my car into McCarthey Chevy for the RECALL on the letter I received on the Power Steering Geer lower Pinion Bearing separation and had it done. On my ivoice it DOES NOT STATE that they saw a power sterring leak and I found out later and had the high pressure hose repaired. I have always done very high maintence on my car to keep it in **excellenct running order. McCarthey is very expensive to get work done even if the part was $5.00**

On July 9th my car was on its way back in for them to look it over again in the bearing and rack cause I had called Geberal Motors and spoke with a Carol to get auth. 1 ½ blocks away I lost steering and hit a pole. Thank the Lord I nor anyone else was injured. I have a 28

page print out of the recall and it states NO MATTER THE YEAR, MILEAGEOR ANY OF THAT it was to be corrected! Since I had wrecked my car taking it into McCarthy Igave them permission to break the car back down with me present cause the bearing was fine and the boot on the left was torn some which they was suppose to replace the first time. They only determined that it was internal where the rack goes up into the steering wheel and they could not diagnoise that that they would have to send it to Ford. In the meantime upon having the Insurance Commionsor involved and talking to other mechanics at various dealerships and showing them the recall that that WAS part of the recall a 28 page print out for dealers only and it

states to replace the rack too. I feel that they totally took advantage of me and so has GM on their recall. My Chevy Monte Carlo has 121,000 on it. It has had maybe 2000 since the recall. I have no where else to turn and I make payments on my car and feel that this was totally GM or MCCarthy for not putting on the steering rack and just the pinon. The rack is the same GM rack originally. Please look into this for me and guide e or help me on what to do! GM will not return my calls now.

Thank You!

Springhill, KS

P.S. MY CAR IS A 1997 CHEVY MONTE CARLO Z34

ACCIDENT CODING LIST

Contributing Circumstances – List in order of significance

(Example: Officer's Opinion ... 01 | 07 | 03 | 02 | ... interpretation: driver 1 made improper turn; On Road - ice or slushy)

01 Under influence of drugs
02 Under influence of alcohol
03 Failed to yield right of way
04 Disregarded traffic signs, signals, or markings
05 Exceeded posted speed limit
06 Too fast for conditions
07 Made improper turn
08 Wrong side or wrong way
09 Followed too closely
10 Improper lane change
11 Improper backing
12 Improper passing
13 Improper or no signal
14 Improper parking
15 Fell asleep
16 Inattention
17 Did not comply - license restrictions
18 Other Distraction in or on vehicle
19 Avoidance or evasion action
20 Impeding or too slow for traffic
21 Ill or medical condition
22 Distraction - mobile (cell) phone
23 Distraction - other electronic devices
24 Aggressive / Antagonistic driving
25 Reckless / Careless driving

01 Under influence of illegal drugs
02 Under influence of alcohol
03 Failed to yield right of way
04 Disregarded traffic control
05 Illegally in roadway
06 Pedalcycle violation
07 Clothing not visible
08 Inattention
09 Distraction - mobile (cell) phone

01 Fog, smoke, or smog
02 Sleet, hail, or freezing rain
03 Blowing sand, soil, or dirt
04 Strong winds
05 Rain, mist, or drizzle
06 Animal
07 Vision Obstruction: building, vehicles, objects made by humans
08 Vision Obstruction: vegetation
09 Vision Obstruction: glare from sun or headlights
10 Reduced visibility due to cloudy skies
11 Falling Snow

01 Brakes
02 Tires
03 Exhaust
04 Headlights
05 Window or windshield (includes ice on windshield & designer tinting)
06 Wheel(s)
07 Trailer coupling
08 Cargo
09 Unattended or Driverless (in motion)
10 Unattended or Driverless (not in motion)
11 Other lights

01 Wet
02 Icy or slushy
03 Debris or obstruction
04 Ruts, holes, bumps
05 Road construction or maintenance
06 Traffic control device inoperative
07 Shoulders: low, soft, high
08 Snowpacked

Miscellaneous Codes:

01 DRIVER (any vehicle type)
02 Center front
03 Right front
04 Left rear
05 Center rear
06 Right rear
07 Other seat position IN vehicle
08 Any position ON or Outside vehicle
09 Unknown location IN or ON vehicle
10 Motorcycle passengers
11 Extra person on driver's seat or lap
12-17 Extra person on passenger's lap

31 Train crew (List all in control whether injured or not)
32 Train passenger (List only if injured)

21 Pedestrian
22 Pedalcyclist
23 Rider of animal
24 In animal-drawn vehicle
25 In vehicle NOT IN TRANSPORT
26 Machine operator or passenger
88 Other

S Shoulder and Lap belt
X Shoulder only
L Lap belt only
I Infant seat / restraint system
C Child seat / restraint system
T "Booster" seat / restraint system
P Airbag deployed only (Passive System)
R Airbag deployed - Shoulder & Lap belt
J Airbag deployed - Shoulder belt only
W Airbag deployed - Lap belt only
F Airbag deployed - Infant seat
D Airbag deployed - Child seat
K Airbag deployed - "Booster" seat
B Both MC helmet and eye protection
E Motorcyclist eye protection
H Motorcyclist or pedalcycle helmet
N None used
U Unknown

N Not Injured
P Possible injury
I Injury, not incapacitating
D Disabled, incapacitating
F Fatal injury
U Unknown

N No
E Ejected
P Partially Ejected
T Trapped
U Unknown

1 Explosives
2 Gases
3 Flammable/Combustible Liquid
4 Flammable/Combustible Solid
5 Oxidizers & organic peroxides
6 Poisonous/Infectious substance
7 Radioactive material
8 Corrosive material
9 Miscellaneous hazardous material

M Male
F Female
U Unknown

01 Deer
02 Other wild animal: bobcat, coyote, etc.
03 Cow
04 Other domestic animal: cat, dog, etc.
05 Horse

☐ Fatal
☐ Injury
☑ PDO over $500
☐ PDO under $500
☐ PRIVATE PROPERTY

STATE OF KANSAS
MOTOR VEHICLE ACCIDENT REPORT
DOT FORM NO. 850
Rev. 1-2003

☐ Amended Report
☐ Hit & Run Accident
☐ KDOT Property Damage
☐ KDOT Construction Zone

Milepost	COUNTY	On Road	Speed Limit	CITY	Photos By	Local Case Number	Page of
	JO	N BURCH ST	25	OLATHE	C. ANDERSON	2004-0011633	1 / 4

Distance	Fr/Mi	Dir.	☐ FROM ☑ AT Road	Speed Limit	Investigating Dept.	Investigating Officer /Badge Number	Reviewed By
			E PARK ST	25	Olathe Police	C. ANDERSON / 10491	10206

COLLISION DIAGRAM (Show Unit Movements, Roads)

Describe pre-crash movement or action and direction of vehicles and pedestrians by traffic unit number.

Vl was W/B on Park Street when she attempted to turn onto N/B Burch Street. Vl turned too soon and struck a utility pole.

Date of Accident			
07/12/2004			
TIME Occurred	DAY	TIME Notified	DAY
0852	MO	0855	MO
TIME Arrived	DAY		
0903	MO		

Object Damaged and nature of damage (Show location in diagram)

Name and Address of object owner

Latitude | Longitude

Unit	☑ Driver ☐ Ped NAME (Last, First and Initial)	Phone ☐ Work ☑ Home	Color	YEAR	MAKE	MODEL & BODY STYLE	MC CCs
1			BLK	1997	CHEV	MOC 2T	

Driver/Ped ADDRESS (Number, Street, City, State, Zip Code)	STATE	LICENSE PLATE #	EXP YR	Removed By:
KS	KS	QFZ499	2005	

DRIVER'S LICENSE STATE and NUMBER	CDL?	DATE OF BIRTH	SEX	VEHICLE IDENTIFICATION NUMBER	Odometer
St. KS No. [illegible]			F	2G1WX12X2V9	121,547

Registered OWNER FULL NAME ("Same" if Driver)	Phone ☐ Work ☐ Home	TOTAL occupants in this vehicle	Fire?	Insurance Company
SAME		1		AIG AGENCY AUTO

OWNER Address ("Same" if Driver)	Special Data Area	Direction of Travel	Policy Number
		W	1515051 KS

Special Conditions for unit above: ☐ 01 Hit & Run ☐ 02 Non-Contact ☐ 03 Stolen ☐ 04 Legally parked ☐ 05 Police pursuit ☐ 06 Driverless ☐ 07 Towed away

Unit	☐ Driver ☐ Ped NAME (Last, First and Initial)	Phone ☐ Work ☐ Home	Color	YEAR	MAKE	MODEL & BODY STYLE	MC CCs

Driver/Ped ADDRESS (Number, Street, City, State, Zip Code)	STATE	LICENSE PLATE #	EXP YR	Removed By:

DRIVER'S LICENSE STATE and NUMBER	CDL?	DATE OF BIRTH	SEX	VEHICLE IDENTIFICATION NUMBER	Odometer
St. No.					

Registered OWNER FULL NAME ("Same" if Driver)	Phone ☐ Work ☐ Home	TOTAL occupants in this vehicle	Fire?	Insurance Company

OWNER Address ("Same" if Driver)	Special Data Area	Direction of Travel	Policy Number

Special Conditions for unit above: ☐ 01 Hit & Run ☐ 02 Non-Contact ☐ 03 Stolen ☐ 04 Legally parked ☐ 05 Police pursuit ☐ 06 Driverless ☐ 07 Towed away

TRAF UNIT	SEAT TYPE	Last NAME First Name Initial	ADDRESS (Number, Street, City, State, Zip)	SEX	AGE	S.E. USE	EJECT TRAP	INJ SEV	EMS UNIT
1	01		OALTHE, KS			S	N	N	

EMS Unit	INJURED TAKEN By:	EMS Unit	INJURED TAKEN By:	EMS Unit	INJURED TAKEN By:
	INJURED TAKEN To:		INJURED TAKEN To:		INJURED TAKEN To:

Dr/Pd	Violation Charged	Citation No.	Dr/Pd	Violation Charged	Citation No.	Dr/Pd	Violation Charged	Citation No.
1								

Dr/Pd	Violation Charged	Citation No.	Dr/Pd	Violation Charged	Citation No.	Dr/Pd	Violation Charged	Citation No.

OFFICER'S OPINIONS OF APPARENT CONTRIBUTING CIRCUMSTANCES (Factor Type-Unit Number/Specific Factor) Enter in order all codes that apply.

AR | 01 | D1 | 16

01 LIGHT
01 Daylight
02 Dawn
03 Dusk
04 Dark: street lights on
05 Dark: no street lights

01 WEATHER
00 No adverse conditions
01 Rain, Mist, Drizzle
02 Sleet — 14 Rain & fog
03 Snow — 16 Rain & wind
04 Fog — 24 Sleet & fog
06 Smoke — 36 Snow & winds
06 Strong winds
07 Blowing dust, sand, etc.
08 Freezing rain
88 Other

SURFACE TYPE
ON 02 / AT 02
01 Concrete
02 Blacktop
03 Gravel
04 Dirt
05 Brick
88 Other

SURFACE CONDITIONS
ON 02 / AT 02
01 Dry
02 Wet
03 Snow or slush
04 Ice or snowpacked
05 Mud, dirt or sand
06 Debris (Oil, etc.)
88 Other

TRAFFIC CONTROLS
O/A (On/At Road) — Type Present — OK/NF(OK/Non-functional)

O/A	Type	OK/NF
1 O	1 03	1 O
2 A	2 03	2 O
3	3	3
4	4	4
5	5	5

00 None
01 Officer, flagger
02 Traffic signal
03 Stop sign
04 Flasher
05 Yield sign
06 RR gates or signal
07 RR crossing signs
08 No passing zone
09 Center/edge lines
88 Other

ROAD CHARACTER
ON 01 / AT 01
01 Straight and level
02 Straight on grade
03 Straight at hillcrest
04 Curved and level
05 Curved on grade
06 Curved at hillcrest
88 Other

CONST./MAINT. ZONE
ON 00 / AT 00
00 None apply
01 Construction zone
02 Maintenance zone
03 Utility zone

08 ACCIDENT CLASS
00 Other non-collision
01 Overturned
COLLISION WITH:
02 Pedestrian
03 Other motor vehicle*
04 Parked motor vehicle
05 Railway train
06 Pedalcycle
07 Animal (specify)
08 Fixed object**
09 Other object

12 ACCIDENT LOCATION
ON ROADWAY:
11 Non-intersection
12 Intersection
13 Intersection-related
14 Parking lot or driveway access
15 Interchange area
16 On crossover
OFF ROADWAY:
21 Roadside (including shoulder)
22 Median
23 Parking lot, rest area trafficway
88 Other

*** COLLISION WITH OTHER MOTOR VEH.**
01 Head on
02 Rear end
03 Angle - side impact
04 Sideswipe: opposite direction
05 Sideswipe: same direction
06 Backed into
88 Other

06 ** FIXED OBJECT CODE
01 Bridge structure
02 Bridge rail
03 Crash cushion (barrels)
04 Divider, median barrier
05 Overhead sign support
06 Utility devices: pole, meter, etc.
07 Other post or pole
08 Building — 16 Mailbox
09 Guardrail — 17 Ditch
10 Sign post — 18 Embankment
11 Culvert — 19 Wall
12 Curb — 20 Tree
13 Fence / Gate — 21 RR crossing fixtures
14 Hydrant
15 Barricade
88 Other

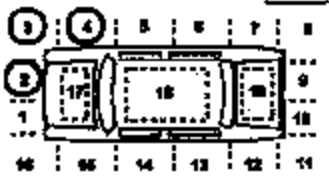
00 ROAD SPECIAL FEATURES (IDENTIFY UP TO THREE)
00 None — 04 Railroad crossing
01 Bridge — 05 Interchange
02 Bridge overhead — 06 Ramp
03 Railroad bridge — 88 Other

ENTER ANY VISIBLE IDENTIFIER: refer by code — Code — Ident:

03 VEHICLE MANEUVER BEFORE CRASH
01 Straight/following road
02 Left turn
03 Right turn
04 U turn
05 Overtaking (passing)
06 Changing lanes
07 Avoiding maneuver
08 Merging
09 Parking
10 Backing
11 Stopped awaiting turn
12 Stopped in traffic
13 Illegally parked
14 Disabled in roadway
15 Slowing or stopping
88 Other

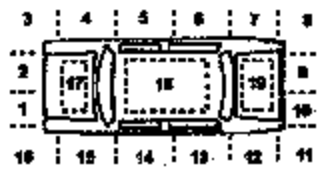
03 VEHICLE DAMAGE
00 None/None known
01 Damage (minor)
02 Functional
03 Disabling
04 Destroyed
88 Other

DAMAGE LOCATION AREA- Vehicle 1



☐ Top ☐ Windshld ☐ Windows
☐ Under ☐ Overturn ☐ Other
Trailer? ☐ Present ☐ Damaged

DAMAGE LOCATION AREA- Vehicle



☐ Top ☐ Windshld ☐ Windows
☐ Under ☐ Overturn ☐ Other
Trailer? ☐ Present ☐ Damaged

01 VEHICLE BODY TYPE
01 Automobile
02 Motorcycle
03 Motorscooter or Moped
04 Van
05 Pickup truck
06 Sport Utility Veh.
07 Camper or RV
08 Farm equipment
09 All terrain vehicle (ATV)

HEAVY / LARGE VEHICLES — Bus Capacity
10 Single large truck
11 Truck and trailer(s)
12 Tractor-trailer(s)
13 Cross country bus
14 School bus
15 Transit bus
25 Train
77 Emergency Vehicles
88 Other

PEDESTRIAN LOCATION BEFORE IMPACT– IN INTERSECTION:
01 In crosswalk or bikeway
02 Not in crosswalk or bikeway
03 In intersection without crosswalk or bikeway

NOT IN INTERSECTION
11 In available cornwalk or bikeway
12 Not in available crosswalk or bikeway
13 In area without crosswalk or bikeway
25 NOT IN ROADWAY

PEDESTRIAN ACTION
01 Entering or crossing road
02 Walking or riding on road
03 Approaching, leaving, or working on vehicle
04 Working (not on vehicle)
05 Playing or standing
06 Approaching or leaving bus
07 In parked vehicle
88 Other

PED OBEDIENCE TO TRAF SIG
00 No pedestrian signal
01 Obeyed pedestrian signal
02 Disobeyed ped signal
03 Ped signal malfunction
04 Not applicable

01 DR. LIC. COMPLY (Code each driver)
00 Not licensed
01 Valid license
02 Invalid license

00 RESTRICT. COMPLY (Code each driver)
00 No restrictions
01 Comply with
02 Did not comply

SUBSTANCE USE
AP - Alcohol Present
AC - Alcohol Contributed
DP - Illegal Drug Present
DC - Illegal Drug Contributed
MP - Medication Present
MC - Medication Contributed

DRIVER IMPAIRMENT TEST
TR Alcohol or drug Test Refused
PT Positive preliminary Test
RP Test given, Results Pending

B.A.C.

INVESTIGATIVE - FATALITY REPORT

COUNTY	ON Road	CITY	DATE of Accident	☐ Fatal, narrative & diagram on fatal accident (required by State) ☑ Investigative Report	Page of
JO	N BURCH ST	OLATHE	07/12/2004		3 / 4

INVESTIGATIVE DEPT.	TIME Occurred	Day	Invest. OFFICER/BADGE No.	Local Case Number
Olathe Police Department	0852	MO	C. ANDERSON / 10491	2004-0011633

Assisting Officers:
(10582) TAYLOR, ANDREW M

D1 said the following: She was driving W/B on Park Street when she attempted to turn N/B onto Burch Street. D1 claimed that her vehicle's power steering went out due to a factory recall. She then lost control of her vehicle and struck a utility pole. She was not injured and did not require medical assistance.

I observed damage to the right front of V1. I took digital photographs of the damage and have included the disc with this report. D1 could not tell which specific recall caused her power steering to fail. It should be noted that D1 turned too early, not too late. The utility pole was not damaged due to the accident. The right front tire of V1 was damaged in the accident and I was unable to determine if the power steering was actually out.

D1's vehicle was towed from the scene by Kidd Tow.

No citations were issued.

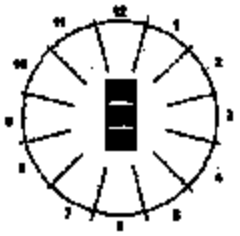
I have nothing further.

C. Anderson 951/491

FATALITY DATA

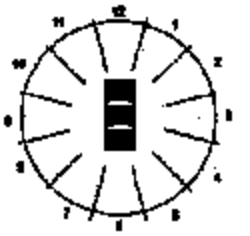
TIME EMS NOTIFIED	EXTRICATION WAS REQUIRED FOR THE FOLLOWING PERSONS	SPECIAL JURISDICTION
TIME EMS ARRIVED		00 Not Special 01 National Park Service 02 Military 03 Indian Reservation 04 College/University Campus 05 Other Federal properties 88 Other 99 Unknown
TIME EMS ARRIVED AT HOSPITAL		

VEHICLE DAMAGE — FRONT



☐ Undercarriage ☐ No Damage — Estimated Speed MPH

VEHICLE DAMAGE — FRONT



☐ Undercarriage ☐ No Damage — Estimated Speed MPH

IMPACT POINTS: Show initial impact point by arrow and label "I".
Show principal impact point by arrow and label "P".

D.O.T FORM NO. 661-O

COLLISION DIAGRAM — Draw scene as observed. Refer to vehicles, drivers and pedestrians by numbers assigned in this report.

SHOW
(1) Outline of street and access points and identify specially by number.
(2) Paths of units prior to and after impact, skidmarks, and point of impact (POI).
(3) Location of signs, traffic controls, and reference points.
(4) Location of other property hit or damaged (trees, signs, etc.).
(5) Specific features at location (bridge, overpass, culvert, railroad crossing, etc.).
(6) Location of temporary highway conditions.
(7) All measurements to locate the accident relative to specific, fixed, and identifiable points.

NORTH

KANSAS MOTOR VEHICLE INSURANCE INFORMATION
(Please Print)

Report No. 2004-0011633

A. **DRIVER INFORMATION**

Last Name / First Name / Initial

K01143712 / KS
Drivers License Number / State

B. **VEHICLE INFORMATION**

Owner's Last Name / First Name / Initial

1997 / CHEV /
Model Year / Vehicle Make / License Plate Number

KS / 2005 / 2G1WX12X2V9
State / Year / V.I.N.

C. **INSURANCE INFORMATION**

AIG AGENCY AUTO /
Insurance Company Name / Policy Number

D. Date Insurance to be Verified 07 / 12 / 2004
Month / Date / Year

Is this verification result of an accident? ☑ Yes ☐ No

E. Olathe Police Department
Name of LAW ENFORCEMENT AGENCY initiating this form

501 E OLD 56 HWY / OLATHE / KS / 66061
Address / City / State / Zip

F.
Name of COURT completing this form (PLEASE PRINT)

/ / /
Address / City / State / Zip

G.
CITATION NUMBER if issued for no insurance

H. **COURT INSTRUCTIONS**

If insurance information was not furnished when requested by a law enforcement officer; the vehicle owner or driver is required to present within then (10) days to the court designated on the citation one of the following which provides the name of the insurance company, policy number covering the vehicle at the time the citation was issued, and the effective and expiration dates of this policy:

1. A policy of motor vehicle liability insurance.
2. A policy identification card or certificate of insurance.
3. A certificate of self insurance signed by the Commissioner of Insurance.

Pursant to K.S.A. 8-1604 or K.S.A. 40-3104, when the insurance information has been furnished within then (10) days after the issuance of a citation, prosecution is to be stayed for 60 days and this form is to be completed and mailed to the Driver Control Bureau, Robert B. Docking State Office Building, P. O. Box 12021, Topeka, Kansas 66612-2021 by the court in which such person presented evidence of insurance.

I. **LAW ENFORCEMENT INSTRUCTIONS**

Upon requesting evidence of insurance as required by K.S.A. 8-1604 or K.S.A. 40-3104 and such evidence is not furnished, a traffic citation is to be issued and the information in Sectinos A, B and D completed and attached to the citation forwarded to the court.

J. **FOR INSURANCE COMPANY USE ONLY**

If a policy was NOT in effect on the date cited in Section D, return this form within thirty (30) days to: Driver Control Bureau, Robert B. Docking State Office Building P. O. Box 12021, Topeka, Kansas 66612-2021.

This policy was not in effect by the company cited in Section C on the date cited in Section D.

REMARKS

/
AUTHORIZED REPRESENTATIVE / DATE

DC-66 (Rev. 9/99)

[redacted] Document ID# 1448641 [redacted]

Product Safety - Power Steering Gear Lower Pinion Bearing Separation #03062 - (Jan 29, 2004)

03062 -- Power Steering Gear Lower Pinion Bearing Separation

202-3447

1996-1998 Buick Regal

1997-1998 Chevrolet Lumina, Malibu, Monte Carlo

1997-1998 Oldsmobile Cutlass

1996-1997 Oldsmobile Cutlass Supreme

1998 Oldsmobile Intrigue

1996 Pontiac Grand Prix

Condition

General Motors has decided that a defect which relates to motor vehicle safety exists in *certain* 1996-1998 Buick Regal; 1997-1998 Chevrolet Lumina, Malibu, and Monte Carlo; 1997-1998 Oldsmobile Cutlass; 1996-1997 Oldsmobile Cutlass Supreme; 1998 Oldsmobile Intrigue; and 1996 Pontiac Grand Prix vehicles. Some of these vehicles have a condition where the lower pinion bearing in the power steering gear may separate. Most reports indicate the driver experienced an intermittent loss of power steering assist when making left turns, usually at low speeds. Power assist is normal in right hand turns. When trying to turn left, some drivers could experience higher resistance or, in a few cases, assist towards the right. If this happens while the vehicle is moving, a crash could result.

Correction

Dealers are to inspect the condition of the lower pinion bearing and replace the lower pinion bearing, or in a few cases, replace the rack and pinion steering gear assembly.

Vehicles Involved

Involved are *certain* 1996-1998 Buick Regal; 1997-1998 Chevrolet Lumina, Malibu, and Monte Carlo; 1997-1998 Oldsmobile Cutlass; 1996-1997 Oldsmobile Cutlass Supreme; 1998 Oldsmobile Intrigue; and 1996 Pontiac Grand Prix vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
1996	Buick	Regal	T1442456	T1524713

Parts Information

Parts Pre-Ship Information - For US and Canada

Important

An initial supply of steering gear pinion bearing kits required to complete this program will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of January 19, 2004 and will be approximately 20% of each dealer's involved vehicles. Pre-shipped parts will be charged to dealer's open parts account.

Additional parts, if required, are to be obtained from General Motors Service 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	Qty
88880036	Bearing Kit, S/Gr Pinion	1

Special Tool

During the week of January 19, 2004, dealers who did not have vehicles involved in recall 02049, will be shipped a Pinion Bearing Replacer, J 44714-B, for use in this recall. All other dealers were shipped this tool in December 2002, for use in recall 02049. This tool is being furnished at no charge. Additional tools, if required, may be purchased by contacting SPX Kent-Moore at 1-800-GM-TOOLS (1-800-468-6657).

Service Procedure

Steering Gear Inspection for Involvement

If a vehicle has had the power steering gear lower pinion bearing or steering gear replaced with a remanufactured GM steering gear assembly obtained from GMSPO or AC Delco prior to this recall, the applicable service procedure below will still need to be performed on the vehicle.

If a vehicle had had the power steering gear lower pinion bearing or steering gear replaced with a non-GM design (aftermarket) steering gear, DO NOT perform this recall. Attempting to perform this recall on a non-GM design steering gear may void the manufacturer's warranty given to the customer at the time of the purchase.

1. Inspect the steering gear housing for one of the GM design steering gear identifiers listed below.
   - A label on the housing indicating that the gear was remanufactured for GM or AC Delco.
   - An 8-digit casting or part number stamped in the rear side of the aluminum housing above or near the left mounting hole.
   - An "S" type logo in the aluminum housing.
2. If the steering gear housing has one of the identifier listed above, the recall must be performed. Proceed to the appropriate procedure.
3. If the steering gear housing DOES NOT have one of the identifiers listed above, ensure that the steering gear is non-GM design by contacting the customer and inquiring about where the vehicle was previously repaired. If the customer indicates that the subject steering gear was installed by a

non-GM dealer, advise the customer that the recall does not apply, and if necessary, refer to customer to the Customer Assistance Center for reimbursement.

Lower Pinion Bearing Inspection -- 1996 Buick Regal; 1997-1998 Chevrolet Lumina, Monte Carlo; 1996-1997 Oldsmobile Cutlass Supreme; 1996 Pontiac Grand Prix

The following service procedure is for inspection of the lower pinion bearing and can be performed without completely removing the steering gear from the vehicle.

Tools Required
- J 44714-B Pinion Bearing Remover
- J 24319-B Steering Linkage and Tie Rod Puller

1. Open the hood.
2. Raise the vehicle on a suitable hoist and support.
3. Remove the left front tire and wheel assembly.
4. Support the rear of the engine cradle and remove the two rear cradle attaching bolts.
5. Partially lower the rear of the engine cradle.
6. Remove the bolt and separate the intermediate steering shaft from the steering gear.
7. Lower the rear of the engine cradle as necessary to access and remove the steering gear attaching bolts.
8. On models equipped with a 3.4L engine, remove the two bolts that attach the heat shield that covers the right steering gear attaching bolt. Remove the heat shield.
9. Remove the two bolts that attach the steering gear to the engine cradle.
10. Remove the nut that attaches the outer left tie rod end to the steering knuckle.
11. Using the J 24319-B, Steering Linkage and Tie Rod Puller, or equivalent, separate the outer left tie rod from the steering knuckle.
12. Remove the steering gear from the engine cradle mounting brackets and reposition to access the dust cap (3). Refer to Figure 1.

Important

When removing the dust cap in the next step, watch for loose ball bearings that may have separated from the inner and outer pinion bearing races.

13. Remove the dust cap (3) from the steering gear housing (2) and inspect for loose ball bearings. Refer to Figure 1.
    - If no ball bearings were found in the dust cap, proceed to the next step and replace the lower pinion bearing.
    - If one or more ball bearings were found loose in the dust cap, proceed to the section in this bulletin titled, "Steering Gear Replacement," for the described vehicle.
14. Reposition the steering gear as necessary to access the adjuster plug lock nut and the adjuster plug.

Notice

Failure to perform the next step may result in damage to the lower pinion bearing removal tool, J 44714-1.

15. Loosen the adjuster plug nut (3) and the adjuster plug (2). Refer to Figure 2. Do not remove the

plug.

Notice

If the stub shaft is not held in the next step, damage to the pinion teeth will occur.

16. While holding the stub shaft (1), remove the retaining nut (4) from the pinon shaft. Refer to Figure 1. Do not reuse the nut.
17. Remove the lower retaining snap ring (1). Refer to Figure 3.

Important

The bearing retainer being removed in the next step is a small piece of wire that keeps all the ball bearings evenly spaced inside the bearing races.

18. Using a small "pick" like tool, remove the bearing retainer from the bearing. Refer to Figure 4.
19. After removing the bearing retainer, reposition the ball bearings into two groups of four. Refer to Figure 5.
20. Separate the 2-legged puller from the center nut on the J 44714-B and insert the puller legs into the openings between the two groups of ball bearings.
21. With the forcing screw back off, screw the center nut into the puller and tighten until the nut bottoms against the puller. Refer to Figure 6.
22. While holding the center nut with a wrench, tighten the forcing screw to remove the bearing from the housing. Refer to Figure 7.

Important

Inspect the gear housing to ensure that all pieces of the old bearing have been removed.

23. Apply a small quantity of lubrication (e.g., multi-purpose grease or power steering fluid) inside of the housing bore where the new bearing will be installed.
24. Center the new bearing over the pinion thread. The bearing can be installed with either side facing outwards.
25. Place the bearing installer (1) J 44714-2 (included in J 44714-B) over the pinion thread. Refer to Figure 8. If necessary, use the extension included with the installer. Lightly tap the bearing installer with a hammer until the bearing is seated in the housing.
26. Install a new snap ring. When properly installed, the large lug (1) on the snap ring must be on the right side as shown in Figure 9.

Important

If the stub shaft is not held in the next step, damage to the pinion teeth will occur.

27. While holding the stub shaft (1), install a new retaining nut (3) on the pinion shaft. Refer to Figure 10. **Tighten**

Tighten the nut to 30 N·m (22 lb ft).

28. With the rack centered in the housing, tighten the adjuster plug (2) to 10 N·m (88 lb in), and then back off 40 to 50 degrees. Refer to Figure 11. Check the torque on the pinion. Maximum pinion

preload torque is 4 N·m (35 lb in).
29. Tighten the adjuster plug lock nut (3) firmly against the steering gear housing while holding the adjuster plug (2) stationary.
30. Install a new dust cap (2) to the steering gear housing.
31. Install the steering gear in the engine cradle mounting brackets.
32. Install the steering gear attaching bolts. **Tighten**

    Tighten the bolts to 80 N·m (59 lb ft).

33. On models equipped with a 3.4L engine, install the heat shield and attaching bolts. **Tighten**

    Tighten the bolts to 6 N·m (54 lb in).

34. Install the left outer tie rod to the steering knuckle. On models with a torque prevailing nut, tighten the nut to 30 N·m (22 lb ft) and then tighten an additional 115 degrees. On models with a slotted nut and cotter pin, tighten the nut to 85 N·m (63 lb ft). If necessary, tighten the nut slightly in order to insert the cotter pin through the tie rod stud. Bend the cotter pin ends against the flats of the nuts.
35. Partially raise the rear of the engine cradle.
36. Connect the intermediate steering shaft to the steering gear and install the bolt. **Tighten**

    Tighten the bolt to 48 N·m (35 lb ft).

37. Raise the rear of the engine cradle and install the rear attaching bolts. **Tighten**

    Tighten the bolts to 180 N·m (133 lb ft).

38. Install the left front tire and wheel assembly. **Tighten**

    Tighten the wheel nuts to 140 N·m (103 lb ft).

39. Lower the vehicle.
40. Check the power steering fluid level and add if necessary.
41. Check the alignment and set toe-in as necessary.
42. Close the hood.

Steering Gear Replacement, If Required -- 1996 Buick Regal, 1997-1998 Chevrolet Lumina, Monte Carlo, 1996-1997 Oldsmobile Cutlass Supreme, 1996 Pontiac Grand Prix

For additional information on steering gear removal, refer to the Steering section in the appropriate Service Manual or SL.

Important

Steering gears currently available from GMSPO are verified good stock and do not require bearing inspection or replacement.

The following service procedure is based on certain steps having already been performed in the inspection procedure.

1. Remove the right front tire and wheel assembly.
2. Remove the nut that attaches the outer right tie rod end to the steering knuckle.
3. Using the J 24319-B, or equivalent, separate the outer right tie rod end from the steering knuckle.
4. If equipped, disconnect the electrical connector form the switch on the steering gear.
5. Place the steering gear back inside of the mounting brackets on the engine cradle.
6. If equipped, release the strap that attaches the power steering fluid lines to the steering gear.
7. Loosen and disconnect both power steering fluid lines from the steering gear.
8. Remove the steering gear form the vehicle.
9. Remove the tie rod ends from the original steering gear.
10. Measure the position of the adjuster nuts on the old steering gear and adjust the new nuts on the new steering gear to the same measurement.
11. Install the tie rod ends on the new steering gear. **Tighten**

    Tighten the adjuster nuts to 68 N·m (50 lb ft).

12. If equipped, transfer the switch to the new steering gear.
13. Install the new steering gear in the engine cradle mounting brackets.
14. Install the steering gear attaching bolts. **Tighten**

    Tighten to 80 N·m (59 lb ft).

15. Connect the power steering fluid lines to the steering gear. **Tighten**

    Tighten to 27 N·m (20 lb ft).

16. If equipped, connect the electrical connector to the switch on the steering gear.
17. On models equipped with a 3.4L engine, install the heat shield and attaching bolts. **Tighten**

    Tighten to 6 N·m (53 lb in).

18. Install both outer tie rod ends to the steering knuckles. On models with torque prevailing nuts, tighten the nut to 30 N·m (22 lb ft) and then tighten an additional 115 degrees. On models with a slotted nut and cotter pin, tighten the nut to 85 N·m (63 lb ft). If necessary, tighten the nut slightly in order to insert the cotter pin through the tie rod stud. Bend the cotter pin ends against the flats of the nuts.
19. Partially raise the rear of the engine cradle.
20. Connect the intermediate steering shaft to the steering gear and install the bolt. **Tighten**

    Tighten to 48 N·m (35 lb ft).

21. Raise the rear of the engine cradle and install the rear attaching bolts. **Tighten**

    Tighten to 180 N·m (133 lb ft).

22. Install both front tire and wheel assemblies. **Tighten**

    Tighten the wheel nuts to 140 N·m (103 lb ft).

23. Lower the vehicle.
24. Add power steering fluid and bleed the system.

25. Check the alignment and set toe-in as necessary.
26. Close the hood.

Lower Pinion Bearing Inspection – 1997-1998 Chevrolet Malibu, 1997-1998 Oldsmobile Cutlass

Because of limited access in this vehicle, the pinion bearing can only be inspected after the steering gear has been completely removed from the vehicle. For additional information on steering gear removal, refer to the Steering section in the appropriate Service Manual or SI.

Tools Required
- J 44714-B Pinion Bearing Remover
- J 24319-B Steering Linkage and Tie Rod Puller

1. Open the hood.
2. Raise the vehicle on a suitable hoist and support.
3. Remove both front tire and wheel assemblies.
4. Remove the nuts securing the outer tie rod ends to the steering knuckles.
5. Using the J 24319-B, Steering Linkage and Tie Rod Puller, or equivalent, separate the outer tie rod ends from the steering knuckles.
6. Remove the one bolts and two nuts attaching the rear transmission mount to the engine cradle.
7. Support the rear of the engine cradle.
8. Remove the six bolts that attach the rear of the engine cradle to the body.
9. Partially lower the rear of the engine cradle.
10. Remove the bolt and separate the intermediate steering shaft from the steering gear.
11. Remove the stabilizer link bolts from both lower control arms.
12. Lower the rear of the engine cradle as necessary to access the steering gear attaching bolts.
13. Remove the two bolts attaching the steering gear to the engine cradle.
14. Loosen and disconnect both power steering fluid lines from the steering gear.
15. Remove the steering gear from the engine cradle mounting brackets.
16. Remove the steering gear from the vehicle.

Important

When removing the dust cap in the next step, watch for loose ball bearings that may have separated from the inner and outer pinion bearing races.

17. Remove the dust cap (3) from the steering gear housing (2) and inspect for loose ball bearings. Refer to Figure 1.
    - If no ball bearings were found in the dust cap, proceed to the next step and replace the lower pinion bearing.
    - If one or more ball bearings were found loose in the dust cap, proceed to the section in this bulletin titled, "Steering Gear Replacement", for the described vehicle.

Notice

Failure to perform the next step may result in damage to the lower pinion bearing removal tool J 44714-1.

18. Loosen the adjuster plug lock nut (3) and the adjuster plug (2). Refer to Figure 2. Do not remove the plug.

Notice

If the stub shaft is not held in the next step, damage to the pinion teeth will occur.

19. While holding the stub shaft (1), remove the retaining nut (4) from the pinion shaft. Refer to Figure 1. Do not reuse the nut.
20. Remove the lower retaining snap ring (1). Refer to Figure 3.

Important

The bearing retainer being removed in the next step is a small piece of wire that keeps all of the ball bearings evenly spaced inside the bearing races.

21. Using a small "pick" like tool, remove the bearing retainer from the bearing. Refer to Figure 4.
22. After removing the bearing retainer, reposition the ball bearings into two groups of four. Refer to Figure 5.
23. Separate the 2-legged puller from the center nut on the J 44714-B and insert the puller legs into the openings between the two groups of ball bearings.
24. With the forcing screw backed off, screw the center nut into the puller. **Tighten**

Tighten the nut until it bottoms against the puller. Refer to Figure 6.

25. While holding the center nut with a wrench, tighten the forcing screw to remove the bearing from the housing. Refer to Figure 7.

Important

Inspect the gear housing to ensure that all pieces of the old bearing have been removed.

26. Apply a small quantity of lubrication (e.g., multi-purpose grease or power steering fluid) inside of the housing bore where the new bearing will be installed.
27. Center the new bearing over the pinion thread. The bearing can be installed with either side facing outwards.
28. Place the bearing installer (1), J 44714-2 (included in J 44714-B) over the pinion thread. Refer to Figure 8. Lightly tap the bearing installer with a hammer until the bearing is seated in the housing.
29. Install a new snap ring. When properly installed, the large lug (1) on the snap ring must be on the right side as shown in Figure 9.

Notice

If the stub shaft is not held in the next step, damage to the pinion teeth will occur.

30. While holding the stub shaft (1) install a new retaining nut (3) on the pinion shaft. Refer to Figure 10. **Tighten**

Tighten to 30 N·m (22 lb ft).

31. With the rack centered in the housing, tighten the adjuster plug (2) to 10 N·m (88 lb in), and then back off 40 to 50 degrees. Refer to Figure 11. Check the torque on the pinion. Maximum pinion preload torque is 4 N·m (35 lb in).

32. Tighten the adjuster plug lock nut (3) firmly against the steering gear housing while holding the adjuster plug (2) stationary.
33. Install a new dust cap (2) to the steering gear housing.
34. Install the steering gear in the engine cradle mounting brackets.
35. Install the two bolts attaching the steering gear to the engine cradle. **Tighten**

    Tighten to 120 N·m (88 lb ft).

36. Connect the power steering fluid lines to the steering gear. **Tighten**

    Tighten to 27 N·m (20 lb ft).

37. Partially raise the rear of the engine cradle.
38. Connect the intermediate steering shaft to the steering gear and install the bolt. **Tighten**

    Tighten to 22 N·m (16 lb ft).

39. Install the stabilizer link bolts in both lower control arms. **Tighten**

    Tighten to 17 N·m (13 lb ft).

40. Raise the rear of the engine cradle and install the six bolts. Refer to Figure 12. **Tighten**
    - Tighten the rear suspension crossmember bolts (1) to 110 N·m (81 lb ft).
    - Tighten the suspension crossmember to body bolts (2) to 82 N·m (60 lb ft).
41. Install the one bolt and two nuts that attach the rear transmission mount to the engine cradle. **Tighten**

    Tighten to 66 N·m (49 lb ft).

42. Install both outer tie rod ends to the knuckles. **Tighten**

    Tighten the nuts to 45 N·m (33 lb ft).

43. Install both front tire and wheel assemblies. **Tighten**

    Tighten to 140 N·m (103 lb ft).

44. Lower the vehicle.
45. Check the power steering fluid level and add if necessary.
46. Check the alignment and set toe-in as necessary.
47. Close the hood.

Steering Gear Replacement, If Required -- 1997-1998 Chevrolet Malibu, 1997-1998 Oldsmobile Cutlass

For additional information on steering gear removal, refer to the Steering section in the appropriate Service Manual or SI.

Important

Steering gears currently available from GMSPO are verified good stock and do not require bearing inspection or replacement.

The following service procedure is based on the steering gear having been removed from the vehicle during the inspection procedure.

1. Remove the tie rod ends from the original steering gear.
2. Measure the position of the adjuster nuts on the old steering gear and adjust the new nuts on the new steering gear to the same measurement.
3. Install the tie rod ends on the new steering gear. **Tighten**

   Tighten the adjuster nuts to 68 N·m (50 lb ft).

4. Install the new steering gear in the engine cradle mounting brackets.
5. Install the two bolts attaching the steering gear to the engine cradle. **Tighten**

   Tighten to 120 N·m (88 lb ft).

6. Connect the power steering fluid lines to the steering gear. **Tighten**

   Tighten to 27 N·m (20 lb ft).

7. Partially raise the rear of the engine cradle.
8. Connect the intermediate steering shaft to the steering gear and install the bolt. **Tighten**

   Tighten to 22 N·m (16 lb ft).

9. Install the stabilizer link bolts in both lower control arms. **Tighten**

   Tighten to 17 N·m (13 lb ft).

10. Raise the rear of the engine cradle and install the six bolts. Refer to Figure 12. **Tighten**
    - Tighten the rear suspension crossmember bolts (1) to 110 N·m (81 lb ft).
    - Tighten the suspension crossmember to body bolts (2) to 82 N·m (60 lb ft).
11. Install the one bolt and two nuts that attach the rear transmission mount to the engine cradle. **Tighten**

    Tighten to 66 N·m (49 lb ft).

12. Install both outer tie rod ends to the knuckles. **Tighten**

    Tighten to 45 N·m (33 lb ft).

13. Install both front tire and wheel assemblies. **Tighten**

    Tighten to 140 N·m (103 lb ft).

14. Lower the vehicle.
15. Add power steering fluid and bleed the system.
16. Check the alignment and set toe-in as necessary.

17. Close the hood.

Lower Pinion Bearing Inspection -- 1997-1998 Buick Regal, 1998 Oldsmobile Intrigue

The following service procedure is for inspection of the lower pinion bearing and can be performed without completely removing the steering gear from the vehicle.

Tools Required
- J 44714-B Pinion Bearing Remover
- J 24319-B Steering Linkage and Tie Rod Puller

1. Open the hood.
2. Raise the vehicle on a suitable hoist and support.

Important

When removing the dust cap in the next step, watch for loose ball bearings that may have separated from the inner and outer pinion bearing races.

3. Remove the dust cap (3) from the steering gear housing (2) and inspect for loose ball bearings. Refer to Figure 1.
   - If no ball bearings were found in the dust cap, proceed to the next step and replace the lower pinion bearing.
   - If one or more ball bearings were found loose in the dust cap, proceed to the section in this bulletin titled, "Steering Gear Replacement", for the described vehicles.
4. Support the rear of the engine frame (cradle) and remove the two rear attaching bolts.
5. Remove the left and right side stabilizer bar links from the lower control arms.
6. Reposition the stabilizer bar as necessary to improve access to the steering gear.
7. Remove the two bolts that attach the steering gear to the engine cradle.
8. Remove the bolt and separate the intermediate steering shaft from the steering gear.
9. Lower the rear of the engine cradle as necessary to access the steering gear.
10. Remove the steering gear from the engine cradle mounting brackets and reposition to access the adjuster plug lock nut and the adjuster plug. Do not remove the plug.
11. Loosen the adjuster plug lock nut (3) and the adjuster plug (2). Refer to Figure 2. Do not remove the plug.

Important

If the stub shaft is not held in the next step, damage to the pinion teeth will occur.

12. While holding the stub shaft (1), remove the retaining nut (4) from the pinion shaft. Refer to Figure 1. Do not reuse the nut.
13. Remove the lower retaining snap ring (1). Refer to Figure 3.

Important

Placement of a block of wood between the steering gear housing and the transmission case will help to support the steering gear in the next step.

Important

The bearing retainer being removed in the next step is a small piece of wire that keeps all of the ball bearings evenly spaced inside the bearing races.

14. Using a small "pick" like too, remove the bearing retainer from the bearing. Refer to Figure 4.
15. After removing the bearing retainer, reposition the ball bearings into two groups of four. Refer to Figure 5.
16. Separate the 2-legged puller from the center nut on the J 44714-B, Steering Linkage and Tie Rod Puller, and insert the puller legs into the openings between the two groups of ball bearings.
17. With the forcing screw backed off, screw the center nut into the puller. **Tighten**

    Tighten the nut until it bottoms against the puller.

18. While holding the center nut with a wrench, tighten the forcing screw to remove the bearing from the housing. See Figure 7.

    Important

    Inspect the gear housing to ensure that all pieces of the old bearing have been removed.

19. Apply a small quantity of lubrication (e.g. multi-purpose grease or power steering fluid) inside the housing bore where the new bearing will be installed.
20. Center the new bearing over the pinion thread. The bearing can be installed with either side facing outwards.
21. Place the bearing installer (1) J 44714-2 (included in J 44714-B) over the pinion thread. Refer to Figure 8. If necessary, use the extension included with the installer. Lightly tap with a hammer until the bearing is seated in the housing.
22. Install a new snap ring. Refer to Figure 9. When properly installed, the large lug (1) on the snap ring must be on the right side as shown.

    Important

    If the stub shaft is not held in the next step, damage to the pinion teeth will occur.

23. While holding the stub shaft (1), install a new retaining nut (3) on the pinion shaft. Refer to Figure 10. **Tighten**

    Tighten the retaining nut to 30 N·m (22 lb ft).

24. Install a new dust cap (2) to the steering gear housing.
25. Center the rack in the housing. **Tighten**

    Tighten the adjuster plug (2) to 10 N·m (88 lb in), and then back off 40 to 50 degrees (4). Refer to Figure 11.

26. Check the torque on the pinion. Maximum pinion preload torque is 4 N·m (35 lb in).
27. Tighten the adjuster plug lock nut (3) firmly against the steering gear housing while holding the adjuster plug (2) stationary.
28. Install the steering gear in the engine cradle mounting brackets.
29. Install the two bolts that attach the steering gear to the engine cradle. **Tighten**

Tighten to 80 N·m (59 lb ft).

30. Raise the rear of the engine cradle and install the rear attaching bolts. **Tighten**

    Tighten to 180 N·m (133 lb ft).

31. Connect the intermediate steering shaft to the steering gear and install the bolt. **Tighten**

    Tighten the bolt to 48 N·m (35 lb ft).

32. Reposition the stabilizer bar.
33. Install the left and right side stabilizer bar links to the lower control arm. **Tighten**

    Tighten to 23 N·m (17 lb ft).

34. Lower the vehicle.
35. Check the power steering fluid and add if necessary.

Steering Gear Replacement, If Required -- 1997-1998 Buick Regal, 1998 Oldsmobile Intrigue

For additional information on steering gear removal, refer to the Steering section in the appropriate Service Manual or SI.

The following service procedure is based on certain steps having already been performed in the inspection procedure.

1. Remove the bolt and separate the intermediate steering shaft from the steering gear.
2. Support the rear of the engine frame (cradle) and remove the two rear attaching bolts.
3. Remove the left and right side stabilizer bar links from the lower control arms.
4. Reposition the stabilizer bar as necessary to improve access to the steering gear.
5. Remove the two bolts that attach the steering gear to the engine cradle.
6. Lower the rear of the engine cradle as necessary to access the steering gear.
7. Loosen the outer tie rod end adjuster nuts.
8. Remove both wheel and tire assemblies.
9. Remove the nuts that attach the tie rod ends to the steering knuckles.
10. Using the J 24319-B (outer tie rod end puller) or equivalent, separate the tie rod ends from the knuckles.
11. Disconnect the pressure and return lines from the steering gear.
12. If equipped, disconnect the electrical connector from the steering gear.
13. Remove the steering gear from the vehicle.
14. Remove the tie rod ends from the old steering gear.
15. Measure the position of the adjuster nuts on the old steering gear and adjust the new nuts on the new steering gear to the same measurement.
16. Install the tie rod ends on the new steering gear. **Tighten**

    Tighten the adjuster nuts to 68 N·m (50 lb ft).

17. Install the new steering gear in the engine cradle mounting brackets.
18. If equipped, connect the electrical connector for the steering gear.
19. Install the two bolts that attach the steering gear to the engine cradle. **Tighten**

Tighten to 80 N·m (59 lb ft).

20. Connect the pressure and return lines to the steering gear. **Tighten**

    Tighten to 27 N·m (20 lb ft).

21. Install the tie rod ends to the steering knuckles. Install the retaining nuts. **Tighten**

    Tighten to 30 N·m (22 lb ft), plus 120 degrees (or 2 flats of the nut).

22. Raise the rear of the engine cradle and install the two rear attaching bolts. **Tighten**

    Tighten to 180 N·m (133 lb ft).

23. Install the intermediate steering shaft to the steering gear and install the bolt. **Tighten**

    Tighten to 48 N·m (35 lb ft).

24. Reposition the stabilizer bar.
25. Install the left and right side stabilizer bar links to the lower control arms. **Tighten**

    Tighten to 23 N·m (17 lb ft).

26. Install both wheel and tire assemblies. Install lug nuts. **Tighten**

    Tighten lug nuts to 140 N·m (103 lb ft).

27. Lower the vehicle.
28. Add power steering fluid and bleed the system.
29. Check the alignment and set toe-in as necessary.

FIGURE Figure 1(c)

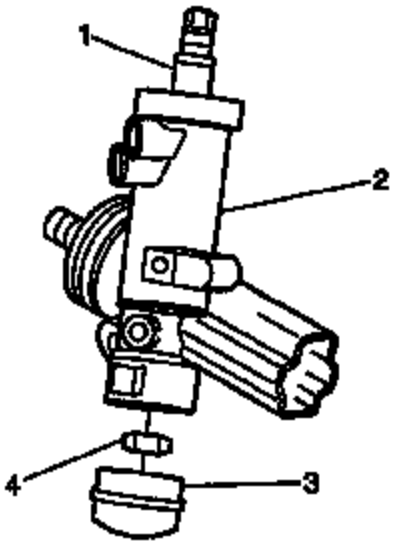


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FIGURE Figure 2(c)

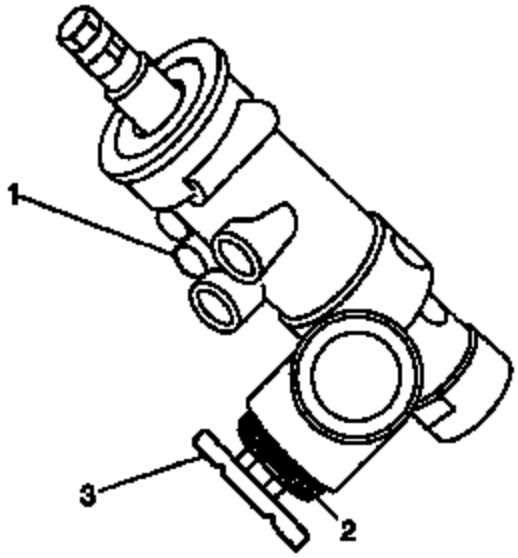

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FIGURE Figure 3(c)

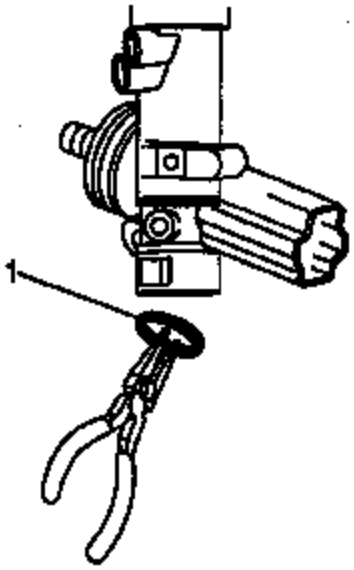

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FIGURE Figure 4(c)

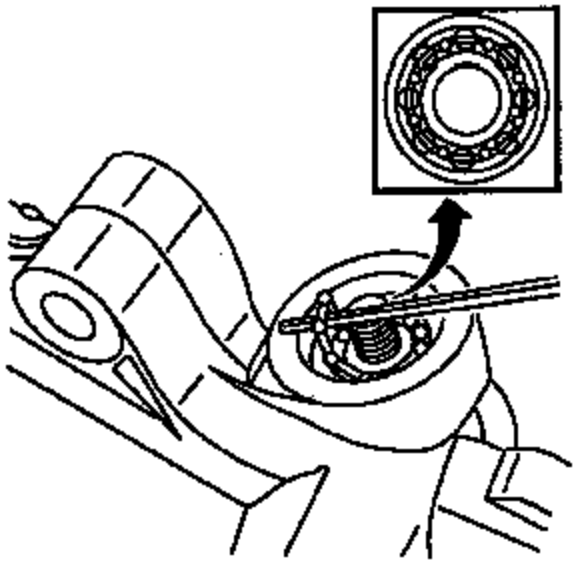

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FIGURE Figure 5(c)

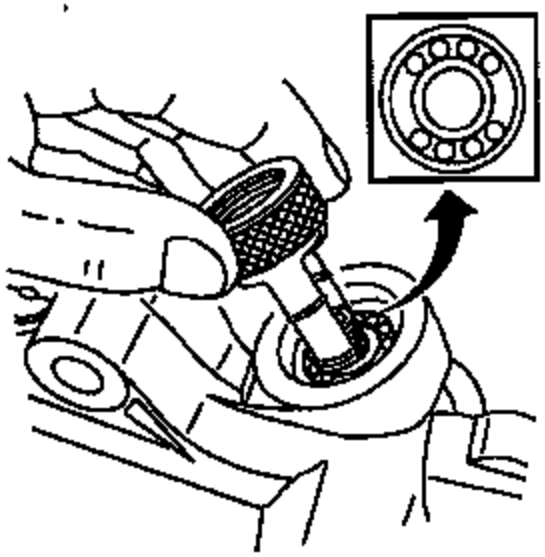

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FIGURE Figure 6(c)

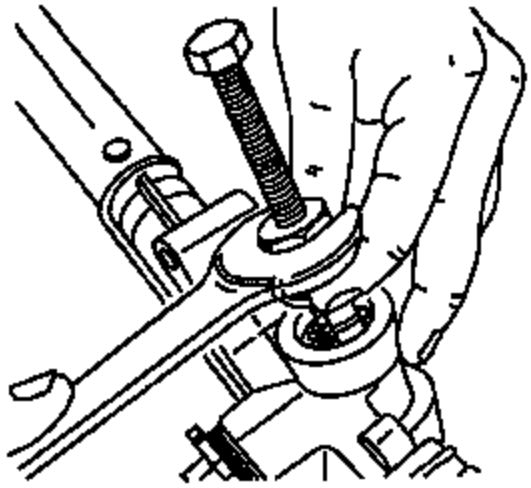

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FIGURE Figure 7(c)

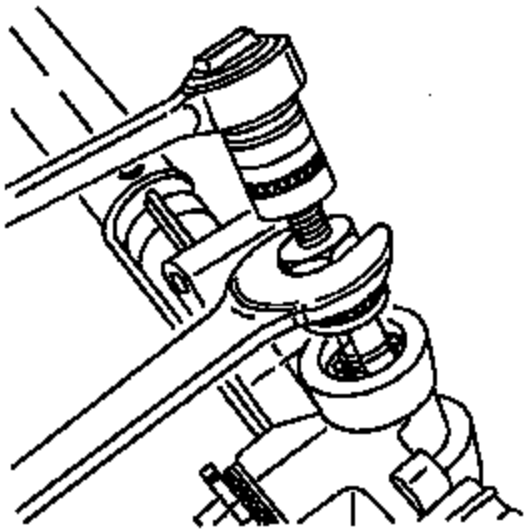

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FIGURE Figure 8(c)

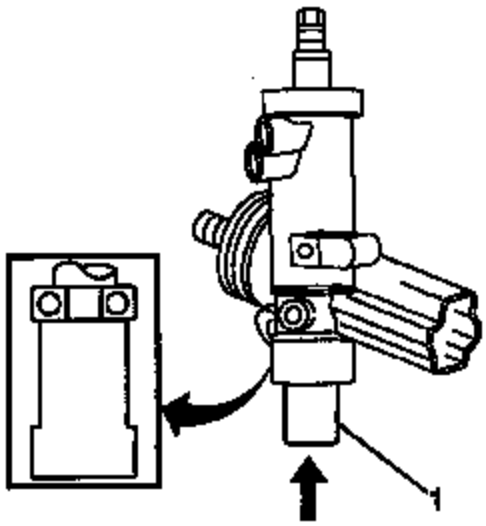

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FIGURE Figure 9(c)

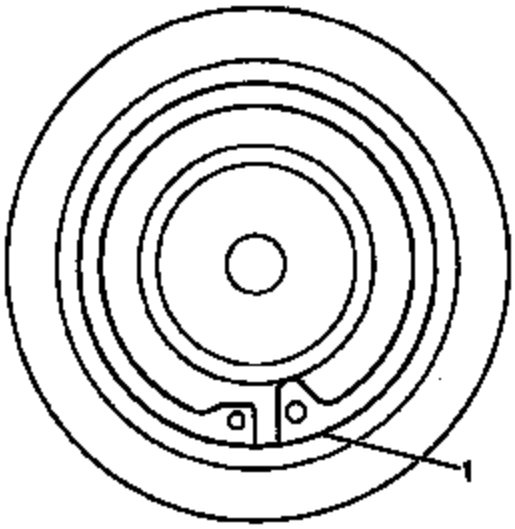

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FIGURE Figure 10(c)

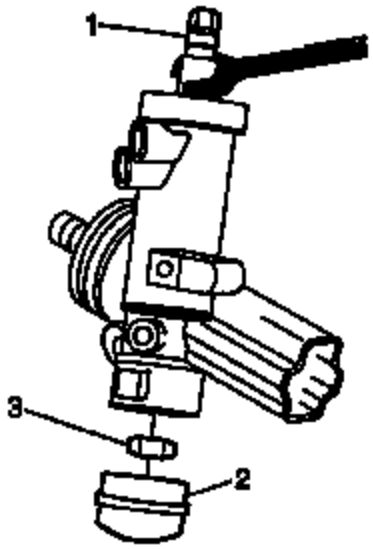

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FIGURE Figure 11(c)

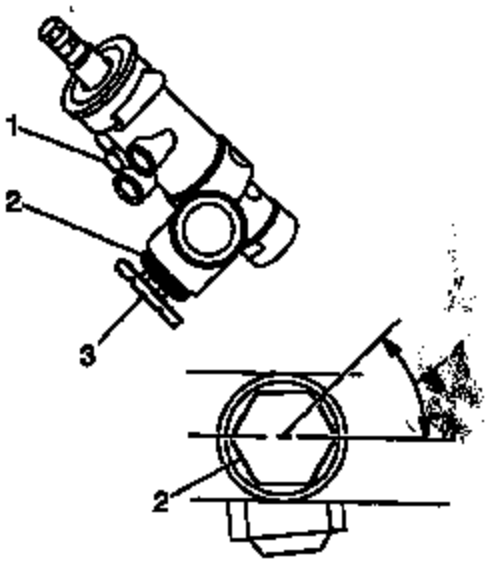

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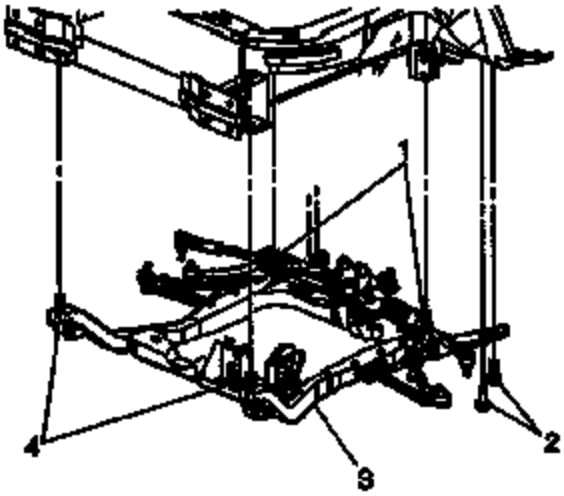
FIGURE Figure 12(c)



[redacted]

Customer Reimbursement - For US

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

A General Motors Product Recall Customer Reimbursement Procedure Form is included with the customer letter.

Customer Reimbursement - For Canada

Customer requests for reimbursement of previously paid repairs to correct the condition addressed in this bulletin are to be submitted by February 28, 2005.

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 1.6.2, for specific procedures regarding customer reimbursement verification.

Claim Information

Submit a Product Recall Claim with the information indicated below:

Repair Performed	Part Count	Part No.	Parts Allow	CC-FC	Labor Op	Labor Hours	Net Item
Inspect Steering Gear, Non-GM Design - No Action Required	N/A	N/A	N/A	MA-96	V1073	0.2*	N/A
Inspect & Replace Lower Pinion Bearing (Inc. Setting Toe-In)	1	--	**	MA-96	V1074	*	***
All Model Years of Regal, Lumina, Monte Carlo, Cutlass Supreme, Intrigue, Grand Prix						1.8	
1997-1998 Cutlass, Malibu						2.2	
Inspect Lower Pinion Bearing & Replace Steering Gear (Inc. Setting Toe-In)	1	--	****	MA-96	V1075	*	***
1996 Regal and Grand Prix; 1996-1997 Cutlass Supreme; 1997-1998 Lumina, Monte Carlo						2.0	
1997-98 Regal; 1998 Intrigue						2.3	
1997-98 Cutlass, Malibu						2.1	
Customer Reimbursement (Canadian Dealers ONLY) (The Recall Must Still Be Performed on the Vehicle)	N/A	N/A	N/A	MA-96	V1107	0.2	*****
* -- For Program Administrative Allowance, add 0.1 hours to the "Labor Hours".							

** – The "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for lower pinion bearing needed to complete the repair.

*** – The amount identified in the "Net Item" column should represent the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for the actual cost of the power steering fluid needed to perform the required repairs.

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

***** – 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 IPC

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 IPC (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle which 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, please take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

GENERAL MOTORS PRODUCT PROGRAM CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this recall condition corrected prior to receiving this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check from General Motors.
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the number listed below:

Division	Number	Deaf, Hearing Impaired, or Speech Impaired*
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2622
Pontiac	1-800-620-7668	1-800-833-7668
Oldsmobile	1-800-630-6537	1-800-833-6537
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Espafiol	1-800-496-9993	
Virgin Islands	1-800-496-9994	

GENERAL MOTORS PRODUCT PROGRAM CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT

Date Claim Submitted:

Vehicle Identification Number (VIN):

Mileage at Time of Repair:

Date of Repair:

Claimant Name (please print):

Street Address or PO Box Number:

City, State, ZIP Code:

Daytime Telephone Number (include Area Code):

Evening Telephone Number (include Area Code):

Amount of Reimbursement Requested: $

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.

- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy or credit card receipt.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this special policy.

Claimant's Signature:

Please mail this claim form and the required documents to:

General Motors Corporation

P.O. Box 33170

Detroit, MI 48232-5170

All recall reimbursement questions should be directed to the following number: 1-800-204-0261.

February 2004

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Reason For This Recall

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 1996, 1997, and 1998 model year Buick Regal; 1997 and 1998 model year Chevrolet Lumina, Malibu, and Monte Carlo; 1997 and 1998 model year Oldsmobile Cutlass; 1996 and 1997 model year Oldsmobile Cutlass Supreme; 1998 model year Oldsmobile Intrigue; and 1996 model year Pontiac Grand Prix vehicles. Some of these vehicles have a condition where the lower pinion bearing in the power steering gear may separate. Most reports indicate the driver experienced an intermittent loss of power steering assist when making left turns, usually at low speeds. Power assist is normal in right hand turns. When trying to turn left, some drivers could experience higher resistance or, in a few cases, assist towards the right. If this happens while the vehicle is moving, a crash could result.

What Will Be Done

Your GM dealer will inspect the condition of the lower pinion bearing and replace the lower bearing, or in a few cases, replace the rack and pinion steering gear assembly. This service will be performed for you at *no charge* .

How Long Will The Repair Take?

This inspection and service correction will take approximately 2 to 2 ½ hours. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Contacting Your Dealer

To limit any possible inconvenience, we recommend that you contact your GM dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

Should your dealer be unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the number listed below:

Division	Number	Deaf, Hearing Impaired, or Speech Impaired*
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2622
Pontiac	1-800-620-7668	1-800-833-7668
Oldsmobile	1-800-630-6537	1-800-833-6537
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Espafiol	1-800-496-9993	
Virgin Islands	1-800-496-9994	
* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)		

If, after contacting the appropriate customer assistance center, you are still not satisfied that 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, 400 Seventh Street SW, Washington, DC 20590 or call 1-888-327-4236.

Customer Reply Card

The attached customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the attached and mailing it in the postage paid envelope.

Customer Reimbursement

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

Recall Information Online

More information about this recall (including frequently asked questions) is available online at the Owner Center at My GMLink. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle. To join, visit www.mygmlink.com and enter your Vehicle Identification Number (VIN) included with this letter to get the most personalized information for your vehicle.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your

safety and continued satisfaction with our products.

General Motors Corporation

Enclosure

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).