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**Subject: S10 APPROPRIATE HANDLING - LETTER FROM [REDACTED] RE PROBLEMS WITH
POWER STEERING ON SATURN ION**

Ack Date:

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Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	5/22/2010		5/22/2010
NVS-010	INFORMATION	5/22/2010		5/22/2010

RECEIVED

MAY 22 10 23

MAY 24 2010

MC
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Melbourne, FL

NVS-200

ACTION

Is assigned to:

11/17/31
S10-100407-037

CONTROL NO.

March 29, 2010

Mr. Ray La Hood
Head

U.S. Department of Transportation
400 Seventh Street S.W.
Washington, D. C. 20590

Dear Mr. La Hood

On December 20, 2006 General Motors issued Technical Service Bulletin # 06-02-32-002B on the subject of Power Steering (See attachment A). My vehicle a 2003 Saturn Ion is one of the vehicles listed on that Bulletin.

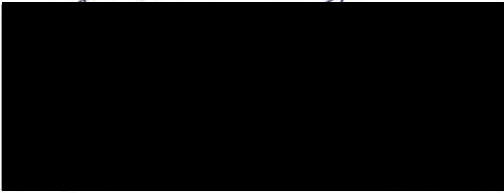
I had power steering problems for two years and ultimately had the power steering motor replaced by Saturn, for \$400, recently. My personal mechanic supplied me with the Technical Service Bulletin and told me it was a widespread problem. I reported my problem in detail to the National Highway Traffic Safety Administration back in November 2009 (reference No. 10291098). I never got a response.

On March 20, 2010 while reading my local newspaper, Florida Today, I see General Motors is recalling same

of those vehicles listed in the Technical Service Bulletin for the very problem I encountered (See attachment B). General Motors is going to replace the power steering motor. Why is my Saturn not part of this recall?

Thank you for your attention to my request.

Yours truly,



Power Steering: All Technical Service Bulletins**Steering - EPS Operational Characteristics****Subject:**

Info - Normal Operating Characteristics of Electric Power Steering (EPS) System During Extended Lock-to-Lock Turns (Maximum Steering Wheel Rotation) and/or DTCs C0176 and C0476 Set

06-02-32-002B - (12/20/2006)

Models:

2004-2007 Chevrolet Malibu, Malibu Maxx (excluding 2006-2007 SS and 2007 Maxx models)

2005-2007 Chevrolet Cobalt, Equinox

2006-2007 Chevrolet HHR

2005-2007 Pontiac G6 (excluding 2006-2007 Convertible, GTP and 2007 GT models)

2005-2006 Pontiac Pursuit (Canada Only)

2006-2007 Pontiac Torrent

2007 Pontiac G5

2002-2007 Saturn VUE

2003-2007 Saturn ION

ATTACHMENT
A.

This bulletin is being updated with additional models and model years. Please discard Corporate Bulletin Number 06-02-32-002A (Section 02 - Steering).

The purpose of this bulletin is to inform technicians of normal operating characteristics of the electric power steering system (EPS) when the steering wheel is turned in either direction for an extended period of time.

When the steering wheel is turned to its maximum rotation, the power steering control module (PSCM) will command the maximum amount of current to the EPS motor. If the steering wheel is held in this position for an extended period of time, the PSCM will go into overload protection mode to avoid system thermal damage. In this mode, the PSCM will limit the amount of current commanded to the EPS motor, which reduces steering assist levels.

If the PSCM detects a high system temperature and the overload protection mode is invoked, DTC C0176 "System Thermal Error" may be set. On some models, DTC C0476 "Electric Steering Motor Circuit Range/Performance" may also be set. These DTCs indicate normal PSCM action (reduced steering assist) to prevent thermal damage to power steering system components.

Refer to Power Steering System Description and Operation in SI or the appropriate Service Manual for more information about this and other vehicle-specific information on electric power steering systems.

For customer inquiries regarding this characteristic, please refer to the Steering section under Driving Your Vehicle in the appropriate Owner Manual (reproduced below for reference).

Owner Manual Information

If you turn the steering wheel in either direction several times until it stops, or hold the steering wheel in the stopped position for an extended amount of time, you may notice a reduced amount of power steering assist. The normal amount of power steering assist should return shortly after a few normal steering movements.

It did not return to normal until I turned off the ignition & restarted auto and drove approx 15 miles w/o power. Then it was clear.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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Disclaimer

To avoid the [PWS STR] message and reduced power in steering do not turn your wheel in either direction to the maximum point allowed & hold it there for an extended period of time. If you do I get message, turn...

ATTACHMENT
B

03-02-10 Florida Today

DETROIT

GM to recall 1.3M compacts for steering problem.

General Motors says it is recalling 1.3 million compact cars in the U.S., Canada and Mexico to fix power steering motors that can fail.

Models covered by the recall include 2005 to 2010 Chevrolet Cobalts, the 2007 to 2010 Pontiac G5s, 2005 and 2006 Pontiac Pursuits sold in Canada and 2005 and 2006 Pontiac G4s sold in Mexico.

GM says the vehicles are safe to drive and never lose steering, but they may be harder to steer when traveling under 15 mph.

The automaker is getting parts to replace the electric power steering motor and will notify customers when to bring their cars to dealers.



Office of the Secretary of Transportation Executive Secretariat

Control number: S10-100407-037**Action office:**

NHTSA

Document date: 3/29/2010**Due date:****Author(s):****Subject:** Problems with Power Steering on the Saturn Ion**Action:** Appropriate Handling**Comments:**

Date	Action	Action by
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4/7/2010	Folder Processed for Appropriate Handling.	AINGRAM
4/7/2010	Updated Folder Information.	AINGRAM
4/7/2010	Updated Folder Information.	AINGRAM
4/7/2010	Work Folder Assigned to NHTSA.	ABATTLE
4/7/2010	Incoming File Uploaded.	ABATTLE
4/7/2010	Control Number Created.	ABATTLE

Date	Note	Note by
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