



Bulletin No.: 04050A
Date: December 2004

Program Bulletin



PE04-077

CUSTOMER SATISFACTION PROGRAM

SUBJECT: POWER STEERING ASSIST

MODELS: 2004 CHEVROLET MALIBU, MALIBU MAXX

THE FIRST INSPECTION PROCEDURE IN THIS BULLETIN HAS BEEN REVISED. PLEASE REVIEW IT BEFORE INSPECTING VEHICLES

DUE TO PART AVAILABILITY, THIS PROGRAM IS BEING ADMINISTERED IN PHASES. AS PARTS BECOME AVAILABLE, ADDITIONAL CUSTOMER LETTERS WILL BE MAILED AND YOU WILL BE NOTIFIED.

PLEASE DISCARD ALL COPIES OF THE ORIGINAL BULLETIN 04050

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THIS PROGRAM IS IN EFFECT JANUARY 31, 2006
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CONDITION

General Motors has decided that certain 2004 model year Chevrolet Malibu and Malibu Maxx vehicles may have been built with a steering column sensor that can wear unevenly and produce an erratic electrical signal. When the system software detects that erratic signal, power steering assist is lost. That signal is more likely to occur when the steering wheel is turned slowly.

If this occurs, the driver will hear a chime, the Service Vehicle Soon light will illuminate, and the Driver Information Center will display "Power Steering." Steering control is still maintained, although more effort is required at low speeds. The next time the vehicle is started, the power steering assist usually returns to normal and the lights in the instrument panel will be turned off, but loss of assist can occur again until repairs are made.

This program will expire on January 31, 2006.

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CORRECTION

Dealers are to inspect the steering column, and if necessary, replace it.

VEHICLES INVOLVED

Involved are certain 2004 model year Chevrolet Malibu and Malibu Maxx vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2004	Chevrolet	Malibu	4F100001	4F166649
2004	Chevrolet	Malibu Maxx	4F100161	4F166645

2/4/04

2/4/04

IMPORTANT: Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry System) prior to beginning program repairs. [Not all vehicles within the above breakpoints may be involved.]

For US: For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared and will be loaded to the GM DealerWorld, Recall Information website. Dealers that have no involved vehicles currently assigned, will not have a report available in GM DealerWorld.

For Canada: For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared, and is being furnished to involved dealers. Dealers that have no involved vehicles currently assigned, will not receive a Campaign Initiation Detail Report.

The Campaign Initiation Detail Report 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 program 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 program.

PARTS INFORMATION

Parts required to complete this program 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	Quantity/Vehicle
88967179	Column Kit, Strg	1 (If Req'd.)

December 2004

Dear General Motors Customer:

This notice is sent to inform you that Chevrolet Motor Division is conducting a customer satisfaction program that affects certain 2004 Chevrolet Malibu and Malibu Maxx vehicles.

We have learned that your vehicle may have been built with a steering column sensor that can wear unevenly and produce an erratic electrical signal. When the system software detects that erratic signal, power steering assist is lost. That signal is more likely to occur when the steering wheel is turned slowly.

If this occurs, the driver will hear a chime, the Service Vehicle Soon light will illuminate, and the Driver Information Center will display "Power Steering." Steering control is still maintained, although more effort is required at low speeds. The next time the vehicle is started, the power steering assist usually returns to normal and the lights in the instrument panel will be turned off, but loss of assist can occur again until repairs are made.

What We Will Do: To prevent this condition from occurring, your Chevrolet dealer will inspect the steering column, and if necessary, replace it. This service will be performed for you at no charge until January 31, 2006.

What You Should Do: We recommend that you contact your dealer to arrange a service date. Presenting the enclosed customer-reply form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please check the appropriate box and provide the new owner information, if available.

If you experience the chime and messages described above, stop your vehicle in a safe location, turn off the ignition, and restart it.

Customer Reply Form: The enclosed customer reply form identifies your vehicle. Presentation of this form 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 form and mailing it back to us.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below. The Customer Assistance Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-830-2438	1-800-833-2438
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
Guam	1-671-848-8850	

If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

Program Information Online: The Owner Center at My GMLink is a free online service that offers vehicle and ownership related information and tools tailored to your specific vehicle. To join, visit www.mygmlink.com, and enter your vehicle's 17-character vehicle Identification number (VIN) shown on the enclosed form to get the most personalized information for your vehicle.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet vehicle provides you many miles of enjoyable driving.

General Motors Corporation

Enclosure
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