



# Service Bulletin



## SPECIAL COVERAGE

**SUBJECT: SPECIAL COVERAGE ADJUSTMENT – LOSS OF POWER STEERING ASSIST**

**MODELS: 2005 CHEVROLET MALIBU, MALIBU MAXX  
 2005 PONTIAC G6**

### CONDITION

Some customers of 2005 model year Chevrolet Malibu, Malibu Maxx, and Pontiac G6 vehicles may experience a loss of power steering assist caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

### SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 7 years or 70,000 miles (110,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the steering column assembly. This repair will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after December 3, 2007, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to December 3, 2007, must be submitted to the Service Contract provider.

### VEHICLES INVOLVED

Involved are **certain** 2005 model year Chevrolet Malibu, Malibu Maxx, and Pontiac G6 vehicles built within the following VIN breakpoints:

Year	Division	Model	From	Through
2005	Chevrolet	Malibu	5F100002	5F250217
2005	Chevrolet	Malibu Maxx	5F100001	5F250216
2005	Pontiac	G6	54106669	54165719

**PARTS INFORMATION**

Parts required to complete this special coverage are to be obtained from General Motors Service and Parts Operations (GMSPO).

Part Number	Description	Quantity/Vehicle
15926870	Column Kit, Strg	1

**CUSTOMER NOTIFICATION**

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

**SERVICE PROCEDURE**

1. Remove and replace the steering column. Refer to *Steering Column Replacement* in SI.

**CLAIM INFORMATION** – GM, Saturn Canada, and Saab Canada Only

For vehicles repaired under the terms of this special coverage, submit a claim with the information indicated below:

Repair Performed	Part Count	Part Number	Parts Allow	CC-FC	Labor Op	Labor Hours	Net Item
Replace the Steering Column Asm	1	---	*	MK-95	T5681		N/A
• Chevrolet						1.1	
• Pontiac						1.5	
- Add: Adjustable Foot Pedals						0.2	
Customer Reimbursement (Canadian & Export Dealers/US CAC)	N/A	N/A	N/A	MK-95	T5682	0.2	**

\* 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 Export) for the steering column kit needed to complete the repair.

\*\* The amount identified in the "Net Item" column should represent the customer reimbursement amount.

**CUSTOMER REIMBURSEMENT** - For US

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

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

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

## CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by December 31, 2008. Repairs must have occurred within the 7 years of the date the vehicle was originally placed in service, or 110,000 km, whichever occurs first.

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.

If the work was done by someone other than a GM dealership, the amount of reimbursement will be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.

## 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 Warranty. 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.



December 2007

Dear General Motors Customer:

As the owner of a 2005 model year Chevrolet Malibu, Malibu Maxx, or Pontiac G6 vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Chevrolet Malibu, Malibu Maxx, and Pontiac G6 vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 model year Chevrolet Malibu, Malibu Maxx, or Pontiac G6 vehicle within 7 years of the date your vehicle was originally placed in service or 70,000 miles (110,00 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition.

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	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
Guam	1-671-648-8650	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

General Motors Corporation

Enclosure  
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