



## ADMINISTRATIVE MESSAGE

**Message Author :** Felicia Tugman /US/GM/GMC  
**Template Type :** Standard  
**Author's Division/Department :** Warranty Information  
**Status :** Forwarded  
**Message Date :** 10/17/2006  
**Message Number :** WIR20060346

### Message Criteria /Information

<b>Dealer Recipient Criteria :</b>	
<b>Exclude BAC (s):</b>	
<b>Originating Dept :</b>	
<b>Subject:</b>	06072 - Customer Satisfaction Program Power Steering Hose Leak
<b>Actionable Item :</b>	_Information Only
<b>Actionable Item Details :</b>	
<b>Contact Person : (for Wholesale)</b>	<b>Name:</b> Loren Rusk <b>Phone:</b> <b>Email:</b> Loren Rusk @ GM <b>Fax:</b>
<b>Contact Person : (for Wholesale)</b>	<b>Name:</b> <b>Phone:</b> <b>Email:</b> <b>Fax:</b>
<b>Contact Person : (for Dealership)</b>	<b>Name:</b> <b>Phone:</b> <b>Email:</b> <b>Fax:</b>
<b>Functional Role (s): (Recommended Distribution) :</b>	Parts Manager, Service Manager, Warranty Administrator

### Message Categorization Information

<b>Message Type :</b>	Recalls
<b>Revision Reference :</b>	

### Message Retention

<b>Release Date :</b>	10/17/2006
<b>Archive Date :</b>	05/17/2007

**Dealer Salutation :** TO: ALL CHEVROLET AND PONTIAC DEALERS

ATTENTION: SERVICE MANAGER, PARTS MANAGER AND WARRANTY ADMINISTRATOR

**GM SERVICE AND PARTS OPERATIONS**  
**DCS1664**  
**URGENT - DISTRIBUTE IMMEDIATELY**

**Date:** October 17, 2006  
  
**Subject:** 06072 – Customer Satisfaction Program  
Power Steering Hose Leak  
  
**Models:** 2006 Chevrolet Impala, Monte Carlo  
With V6 & V8 Engine  
  
2005-2006 Pontiac Grand Prix

With V8 Engine

Registered in Canada, Alaska, Maine, Minnesota,  
Montana, New Hampshire, North Dakota, South Dakota,  
Vermont, Wisconsin, and Wyoming

To: All Chevrolet and Pontiac Dealers

Attention: Service Manager, Parts Manager and Warranty  
Administrator

**PRODUCT FIELD ACTION ANNOUNCEMENT**

THIS PROGRAM IS IN EFFECT UNTIL OCTOBER 31, 2007

General Motors is announcing Customer Satisfaction Program 06072 today. The total number of vehicles involved is 59,149. Please see the attached bulletin for details.

**Mailing Information**

Customer letter mailing will begin on October 24, 2006.

**GM Vehicle Inquiry System (GMVIS)**

GMVIS information is currently available.

**Service Information System (SI)**

Bulletin 06072 is scheduled to be available in SI on October 18, 2006.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available in DealerWorld on October 17, 2006.

**PLEASE DOUBLE CLICK ON THE ICON BELOW  
THEN SINGLE CLICK ON THE LAUNCH BUTTON  
TO VIEW OR PRINT THE BULLETIN**



06072 bulletin.pdf

END OF MESSAGE  
GM SERVICE AND PARTS OPERATIONS

**VSSM Library Fields**

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Do Not Send Message to VSSM Library

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Kim Starling/CA/GM/GMC

10/17/2006 01:51 PM

To GMCADLR.CA.ENG

cc CAVSSM\_Zone AZM - Service, CAVSSM\_Zone DSMs -  
Excludes SSI, BULL MLG - GM Eng.

bcc

Subject 06072 - CUSTOMER SATISFACTION PROGRAM  
POWER STEERING HOSE LEAK

DATE: OCTOBER 17, 2006

SUBJECT: 06072 - CUSTOMER SATISFACTION PROGRAM  
POWER STEERING HOSE LEAK

MODELS: 2006 CHEVROLET IMPALA, MONTE CARLO W/V6 & V8  
ENGINE  
PONTIAC GRAND PRIX W/V8 ENGINE

TO: ALL GENERAL MOTORS DEALERS

ATTENTION: SERVICE MANAGER  
PARTS MANAGER  
WARRANTY ADMINISTRATOR

CC: ASSISTANT ZONE MANAGERS - SERVICE  
DISTRICT SERVICE MANAGERS

FROM: P.G. BANNON  
GENERAL DIRECTOR  
CUSTOMER SUPPORT SERVICES

**PRODUCT FIELD ACTION ANNOUNCEMENT**

General Motors is announcing Customer Satisfaction Program 06072 today. The total number of Canadian vehicles is 25,055. Please see attached bulletin for details.

**Mailing Information**

Customer notification letter mailing will begin on October 24, 2006.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available in GMinfoNet on October 17, 2006.

**GM Vehicle Inquiry System (GMVIS)**

GMVIS information is currently available.

**Service Information System (SI)**

Bulletin 06072 is scheduled to be available in SI on October 18, 2006.

END OF MESSAGE  
GM CANADA RECALL INFORMATION TEAM



06072-ENGBULL.pdf



06072-ENGOL.pdf



## ADMINISTRATIVE MESSAGE

**Message Author :** Kathee Sherrill/US/GM/GMC  
**Template Type :** Standard  
**Author's** Warranty Information  
**Division/Department :**  
**Status :** Forwarded  
**Message Date :** 10/31/2006  
**Message Number :** WIR20060351

### Message Criteria /Information

<b>Dealer Recipient Criteria :</b>	
<b>Exclude BAC (s):</b>	
<b>Originating Dept:</b>	
<b>Subject:</b>	06072 - Customer Satisfaction Program Power Steering Hose Leak Incorrect Customer Letter Mailing
<b>Actionable Item :</b>	Information Only
<b>Actionable Item Details :</b>	
<b>Contact Person :</b> (for Wholesale)	<b>Name:</b> Loren Rusk <b>Phone:</b> <b>Email:</b> Loren Rusk/US/GM/GMC@GM <b>Fax:</b>
<b>Contact Person :</b> (for Wholesale)	<b>Name:</b> <b>Phone:</b> <b>Email:</b> <b>Fax:</b>
<b>Contact Person :</b> (for Dealership)	<b>Name:</b> <b>Phone:</b> <b>Email:</b> <b>Fax:</b>
<b>Functional Role (s):</b> (Recommended Distribution):	Parts Manager, Service Manager, Warranty Administrator

### Message Categorization Information

<b>Message Type :</b>	Recalls
<b>Revision Reference :</b>	

### Message Retention

<b>Release Date :</b>	10/31/2006
<b>Archive Date :</b>	04/30/2007

**Dealer Salutation :** TO: ALL CHEVROLET AND PONTIAC DEALERS

ATTENTION: SERVICE MANAGER, PARTS MANAGER AND WARRANTY ADMINISTRATOR

**GM SERVICE AND PARTS OPERATIONS**

**DCS1673**

**URGENT - DISTRIBUTE IMMEDIATELY**

**Date:** October 31, 2006

**Subject:** 06072 – Customer Satisfaction Program  
Power Steering Hose Leak  
Incorrect Customer Letter Mailing

**Models:** 2006 Chevrolet Impala and Monte Carlo with V6 or V8 Engine  
2005-2006 Pontiac Grand Prix with V8 Engine

Registered in Canada, Alaska, Maine, Minnesota, Montana,  
New Hampshire, North Dakota, South Dakota, Vermont,  
Wisconsin and Wyoming

To: All Chevrolet and Pontiac Dealers

Attention: Service Manager, Parts Manager and Warranty Administrator

On October 17, 2006 General Motors announced Customer Satisfaction Program 06072. The total number of vehicles involved was 59,149.

General Motors has learned that 15,000 additional customers in non involved States may have been sent a notification letter for this product field action in error.

To correct this situation, General Motors will mass close these 15,000 incorrect records in the GM Vehicle Inquiry System (GMVIS) as soon as possible. General Motors will also notify the affected customers via letter of this error in the near future.

All 15,000 vehicles were from customers living in non involved States. Any rejected claims should be referred to your District Service Manager for assistance.

END OF MESSAGE  
GM SERVICE AND PARTS OPERATIONS

VSSM Library Fields

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Do Not Send Message to VSSM Library

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