

Document ID: 2285103

#05-02-32-002D: Power Steering Inoperative/Steering Wheel Hard to Turn, PWR STR Message Displayed on DIC After Jump Starting Vehicle (Replace Fuse and Instruct Owner How to Jump Start Vehicle) - (May 29, 2009)

Subject: Power Steering Inoperative/Steering Wheel Hard to Turn, "PWR STR" Message Displayed on Driver Information Center (DIC) After Jump Starting Vehicle (Replace Fuse and Instruct Owner How to Jump Start Vehicle)



Models: 2006-2009 Chevrolet HHR
2003-2007 Saturn ION

This bulletin is being revised to update the model years. Please discard Corporate Bulletin Number 05-02-32-002C (Section 02 -- Steering.)

Condition

Some customers may comment that the steering wheel is hard to turn and that a message of "PWR STR" is displayed on the Driver Information Center (DIC) of the instrument panel (I/P) cluster. They may also comment that this condition occurred after they had to have the vehicle jump started.

Cause

Improper "jump starting" of the vehicle has been determined as a cause for the power steering fuses to open (blow). Customers may mistakenly believe that the Underhood Junction Block (UHJB) is actually the battery; therefore, they believe there is both a positive and negative post in the UHJB. After only seeing one post, they may remove the cover and discover there is another small post on the passenger side of the UHJB. The small post on the passenger side of the UHJB is the B+ post for the *electric power steering*. When the jumper cables are attached to both of these posts and the cable is connected to another vehicle, the power steering fuses will blow.

Correction

Replace the blown fuses and verify that concern is eliminated.

Important: If the fuse continues to blow, refer to the appropriate diagnostic procedure below:

- For 2003-04 Saturn IONs, refer to Diagnostic System Check - Power Steering in SI or the 2003 or 2004 Saturn ION Service Manual.
- For 2005-07 Saturn IONs, refer to Diagnostic Starting Point - Power Steering System in SI or the 2005, 2006 or 2007 Saturn ION Service Manual.

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- For 2006-09 Chevrolet HHRs, refer to Diagnostic Starting Point - Power Steering System in SI.

On 2003-2005 Saturn ION vehicles only, open the fuse box cover, then remove and discard the small plastic cover that has the words "REMOVE AND DISCARD THIS COVER FOR FUSE OR RELAY SERVICING" listed on the top. This cover is used only to protect the fuses upon initial factory installation.

Provide the owner with a copy of the following procedure and refer owners to Step 9 for the correct negative cable attachment point.

Jump Starting Procedure

If your vehicle's battery has run down, you may want to use another vehicle and some jumper cables to start your vehicle. Be sure to use the following steps to do it safely.

Caution: Batteries can hurt you. They can be dangerous because:

- They contain acid that can burn you.
- They contain gas that can explode or ignite.
- They contain enough electricity to burn you.

If you do not follow these steps exactly, some or all of these things can hurt you.

Notice: Ignoring these steps could result in costly damage to your vehicle that would not be covered by your warranty. Trying to start your vehicle by pushing or pulling it will not work, and it could damage your vehicle.

1. Check the other vehicle. It must have a 12-volt battery with a negative ground system.

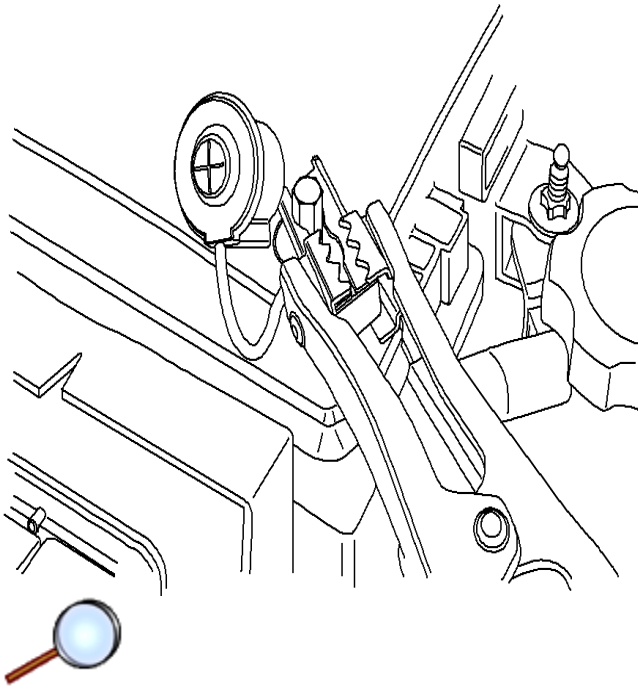
Notice: If the other vehicle's system is not a 12-volt system with a negative ground, both vehicles can be damaged. Only use vehicles with 12-volt systems with negative grounds to jump start your vehicle.

2. Get the two vehicles close enough so the jumper cables can reach, but be sure the vehicles are not touching each other. If they are, it could cause a ground connection you do not want. You would not be able to start your vehicle, and the bad grounding could damage the electrical systems. To avoid the possibility of the vehicles rolling, set the parking brake firmly on both vehicles involved in the jump start procedure. Put an automatic transaxle in PARK (P) or a manual transaxle in NEUTRAL (N) before setting the parking brake.

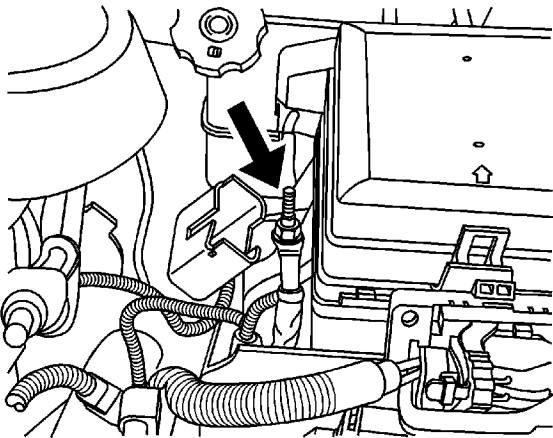
Notice: If you leave your radio or other accessories on during the jump starting procedure, they could be damaged. The repairs would not be covered by your warranty. Always turn off your radio and other accessories when jump starting your vehicle.

3. Turn off the ignition on both vehicles. Unplug unnecessary accessories plugged into the cigarette lighter or the accessory power outlet. Turn off the radio and all lamps that are not needed. This will avoid sparks and help protect both batteries and radios.

Saturn ION



Chevrolet HHR



4. Open the hoods and locate the positive (+) and negative (-) terminal locations on each vehicle. You will not need to access your battery for jump starting. Your vehicle has a remote positive (+) jump starting terminal. The *remote positive (+) terminal* is located on the *engine compartment fuse block*, under a red cap. Do not remove the black fuse box cover.

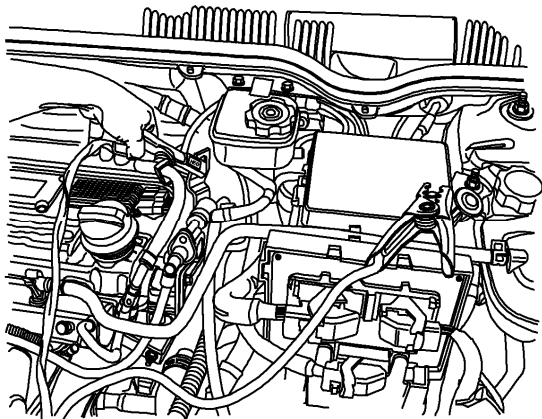
Caution: An electric fan can start up even when the engine is not running and can injure you. Keep hands, clothing and tools away from any underhood electric fan.

Caution: Using a match near a battery can cause battery gas to explode. People have been

hurt doing this, and some have been blinded. Use a flashlight if you need more light. Be sure the battery has enough water. You do not need to add water to the battery installed in your new vehicle. But if a battery has filler caps, be sure the right amount of fluid is there. If it is low, add water to take care of that first. If you do not, explosive gas could be present. Battery fluid contains acid that can burn you. Do not get it on you. If you accidentally get it in your eyes or on your skin, flush the place with water and get medical help immediately.

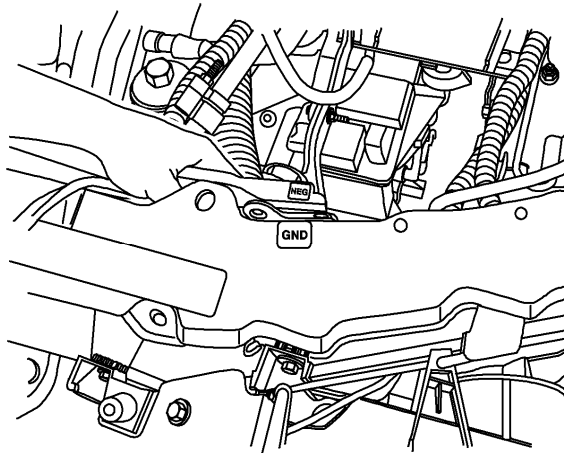
Caution: Fans or other moving engine parts can injure you badly. Keep your hands away from moving parts once the engine is running.

5. Check that the jumper cables do not have loose or missing insulation. If they do, you could get a shock. The vehicles could be damaged too. Before you connect the cables, here are some basic things you should know:
 - Positive (+) will go to positive (+) or to a remote positive (+) terminal if the vehicle has one.
 - Negative (-) will go to a heavy, unpainted metal engine part or to a remote negative (-) terminal if the vehicle has one.
 - Do not connect positive (+) to negative (-) or you will get a short that would damage the battery and maybe other parts too.
 - Do not connect the negative (-) cable to the negative (-) terminal on the vehicle with dead battery because this can cause sparks.
6. Remove the red terminal cover and connect the red positive (+) cable to the positive (+) terminal of the dead battery. Use a remote positive (+) terminal if the vehicle has one.
7. Do not let the other end touch metal. Connect it to the positive (+) terminal of the good battery. Use a remote positive (+) terminal if the vehicle has one.
8. Now connect the black negative (-) cable to the negative (-) terminal of the good battery. Use a remote negative (-) terminal if the vehicle has one. Do not let the other end touch anything until the next step.
9. Connect the other end of the negative (-) cable at least 18 inches (45 cm) away from the dead battery, but not near engine parts that move. The electrical connection is just as good there, and the chance of sparks getting back to the battery is much less. Refer to appropriate model year below for correct negative location.

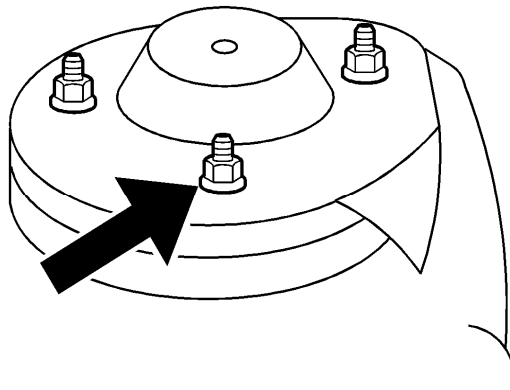


- For 2003 and 2004 model year IONs, attach the black negative (-) cable to the *engine lift*

hook of the dead battery vehicle, about 18 inches (45 cm) away from the remote positive (+) terminal, but not near engine parts that move.



- For 2005 and 2006 model year IONs, attach the black negative (-) cable to the *remote negative terminal*. The remote terminal is located under the GND (-) sticker on the driver side of the radiator support bar (near hood prop rod).



- For 2006 HHRs, attach the black negative (-) cable to the *remote negative terminal*. The remote terminal is located on the driver's side shock tower and is marked with a GND (-) sticker.

10. Now start the vehicle with the good battery and run the engine for a while.
11. Press the unlock button on the remote keyless entry transmitter to disarm your security system, if equipped.

12. Try to start the vehicle that had the dead battery. If it will not start after a few tries, it probably needs service.

Notice: If the jumper cables are connected or removed in the wrong order, electrical shorting may occur and damage the vehicle. The repairs would not be covered by your warranty. Always connect and remove the jumper cables in the correct order, making sure that the cables do not touch each other or other metal.

13. Disconnect jumper cables.
 - 13.1. Disconnect the black negative (-) cable from the vehicle that had the dead battery.
 - 13.2. Disconnect the black negative (-) cable from the vehicle with the good battery.
 - 13.3. Disconnect the red positive (+) cable from the vehicle with the good battery.
 - 13.4. Disconnect the red positive (+) cable from the other vehicle.
 - 13.5. Return the red protector cap to its original position.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
N1720	Fuse - Replace	Use Published Labor Operation Time

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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Document ID: 2491350

#06-02-32-002D: Information for Normal Operating Characteristics of Electric Power Steering (EPS) System During Extended Lock-to-Lock Turns or When Held at Maximum Steering Wheel Rotation and/or DTCs C0176 and C0476 - (Jun 17, 2010)

Subject: Information for Normal Operating Characteristics of Electric Power Steering (EPS) System During Extended Lock-to-Lock Turns or When Held at Maximum Steering Wheel Rotation and/or DTCs C0176 and C0476 Set



Models: 2004-2011 Chevrolet Malibu, Malibu Maxx
2005-2011 Chevrolet Cobalt, Equinox
2006-2011 Chevrolet HHR
2010-2011 GMC Terrain
2005-2010 Pontiac G6
2005-2006 Pontiac Pursuit (Canada Only)
2006-2009 Pontiac Torrent
2007-2010 Pontiac G5
2002-2009 Saturn VUE
2003-2007 Saturn ION
2007-2009 Saturn AURA
Equipped With Electric Power Steering (EPS) Only

This bulletin is being revised to add model years and clarify the information. Please discard Corporate Bulletin Number 06-02-32-002C (Section 02 - Steering).

- The purpose of this bulletin is to inform technicians of the normal operating characteristics of the electric power steering system (EPS) when the steering wheel is turned in either direction or held at maximum rotation for an extended period of time.
- When the steering wheel is cycled repeatedly or 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 will reduce the power steering assist level.
- If the PSCM detects a high system temperature and the overload protection mode is initiated, DTC C0176 System Thermal Error may set. On some models, DTC C0476 Electric Steering Motor Circuit Range/Performance may also set. These DTCs indicate normal PSCM action, to reduce the steering assist in order to prevent thermal damage to power steering system components.

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- 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 guide the customer to the Steering section under Driving Your Vehicle in their vehicle Owner Manual. This information is reproduced below for quick 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.

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Document ID: 2322970

#07-02-32-007B: Diagnostic Tips for Power Steering Inoperative/Steering Wheel Hard to Turn, Power Steering Message Displayed on DIC, DTCs C0176, C0475, C0476, C0550, U2105, U2107 Set - (Aug 6, 2009)

Subject: Diagnostic Tips for Power Steering Inoperative/Steering Wheel Hard to Turn, Power Steering Message Displayed on DIC, DTCs C0176, C0475, C0476, C0550, U2105, U2107 Set



Models: 2005-2010 Chevrolet Cobalt
2006-2010 Chevrolet HHR
2005-2006 Pontiac Pursuit (Canada Only)
2007-2009 Pontiac G5
2003-2007 Saturn ION

This bulletin is being revised to update the information for DTC C0475. Please discard Corporate Bulletin Number 07-02-32-007A (Section 02 -- Steering).

The following diagnostics might be helpful if the vehicle exhibits the condition(s) described above. Use the appropriate recommendation based on what symptom has occurred.

No DTCs

Review Corporate Bulletin Number 05-02-32-002D to assure you do not have a blown 60 amp steering fuse. The fuse can be blown during improper jump starting of the vehicle on the HHR and ION. Check for this particularly for tow in conditions. DO NOT replace the steering column unless an internal short has been identified in the column that is causing fuse to blow.

Power Steering Warning Message on DIC with DTCs C0176 and C0476

This condition is often the result of excessive lock-to-lock turns of the steering wheel, causing the thermal protection in the power steering control module (PSCM) to take the steering motor temporarily off line. This is a normal operating characteristic of the system. DO NOT replace the steering column for this condition. Refer to Corporate Bulletin Number 06-02-32-002C for additional information.

Power Steering Warning Message on DIC with DTC C0550 in the PSCM

Inspect the motor harness connection to the PSCM. If no connector problems are found, replace the steering column ONLY as this is an internal controller issue.

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Power Steering Warning Message on DIC with DTC C0475 in the PSCM

Check the connection between the EPS motor and the power steering control module (PSCM) by ensuring the harness connector is properly seated. If the connection is normal, replace ONLY the EPS motor.

Note: If the DTC resets immediately following motor replacement, replace the steering column.

Power Steering Warning Message on DIC with DTC U2105 and/or U2107 in the PSCM with any other U codes

Although the code(s) appear in the PSCM, these are communication codes and are not the result of a problem with the column operation or the control module. If the codes are in history, clear the codes and re-key the vehicle a few times to see if they come back. If they reappear, look for a communication issue from the BCM U2107 or ECM U2105 (wiring, connector, etc.) as the root cause. If the codes do not reappear after a test drive, return the vehicle back to the customer. DO NOT replace the steering column.

Warranty Information

Labor Operation	Description	Labor Time
E8434	Power Steering Assist Motor Replacement	Use Published Labor Operation Time
E7680	Steering Column Replacement	

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Document ID: 2505842

#10187: Special Coverage Adjustment - Power Steering Assist - (Jul 20, 2010)

Subject: 10187 - Special Coverage Adjustment - Power Steering Assist

Models: 2004-2007 Saturn ION



Condition

Some customers of 2004-2007 model year Saturn ION vehicles, equipped with electric power steering, may experience a sudden loss of power steering assist, which could occur at any time while driving the vehicle. If the power steering assist is lost, a chime will be heard and the Message Center will display a "PWR STR" warning message. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped. Typically, the next time the vehicle is started, the power steering assist will return and the "PWR STR" message would no longer be displayed.

Special Coverage Adjustment

This special coverage covers the condition described above for a period of 10 years or 100,000 miles (160,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Retailers are to replace the power steering motor. The repairs 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 July 21, 2010, 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 July 21, 2010, must be submitted to the Service Contract provider.

Vehicles Involved

Involved are *certain* 2004-2007 model year Saturn ION vehicles equipped with electric power steering and built within the following VIN breakpoints:

Year	Division	Model	From	Through
2004	Saturn	ION	4Z100001	4Z232317
2005	Saturn	ION	5Z100001	5Z183690
2006	Saturn	ION	6Z100001	6Z211250
2007	Saturn	ION	7Z100001	7Z210512

Important: Retailers are to confirm vehicle eligibility prior to beginning repairs by using the Investigate Vehicle History link on the Global Warranty Management application within

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GlobalConnect. Special Coverage Adjustments are displayed in the Applicable Warranties section.

Parts Information

Saturn Canada Only: Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

Saturn US Only: Saturn will not be doing a pre-shipment of parts for this special coverage. Please place orders for the required parts as necessary.

Part Number	Description	Qty
20995579	Motor Kit, P/S Asst	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 the power steering assist motor. Refer to Power Steering Assist Motor Replacement in SI.
2. Install the new power steering assist motor. Refer to Power Steering Assist Motor Replacement in SI.

Claim Information

1. Submit a claim using the table below.
2. Courtesy Transportation - submit as Net Item under the repair labor code.

Labor Code	Description	Labor Time	Net Item
T5783	Replace Power Steering Motor Control Module	0.5	N/A
T5784	Customer Reimbursement (not for use by US GM dealers)	0.2	*

* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

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

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 August 31, 2011. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 160,000km, 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

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 Warranties. 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. Retailers 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.

Dear General Motors Customer:

As the owner of a 2004-2007 model year Saturn ION vehicle, equipped with electric power steering, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2004-2007 model year Saturn ION vehicles, equipped with electric power steering, may have a condition where a sudden loss of power steering assist could occur at any time while driving the vehicle. If the power steering assist is lost, a chime will be heard and the Message Center will display a "PWR STR" warning message. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped. Typically, the next time the vehicle is started, the power steering assist will return and the "PWR STR" message would no longer be displayed.

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 power steering assist control module. If this condition occurs on your 2004-2007 model year Saturn ION vehicle within 10 years of the date your vehicle was originally placed in service or 100,000 miles

(160,000 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. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by August 31, 2011.

If you have any questions or need any assistance to better understand related repairs, please contact your dealer. If you have questions related to a potential reimbursement, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Saturn	1-800-972-8876	1-800-833-6000
Saab - U.S.	1-800-955-9007	
Guam	1-671-648-8450	
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.

Scott Lawson

Director,

Customer and Relationship Services

Enclosure

10187

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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Document ID: 2570940

#10413: Product Safety - Loss of Power Steering Assist - Replace Electric Power Steering Motor (Canada Only) - (Jan 27, 2011)

Subject: 10413 - Loss of Power Steering Assist - Replace Electric Power Steering Motor (Canada Only)



Models: 2003-2007 Saturn ION
2006-2010 Chevrolet HHR (Non-Turbo)

The 2004-2007 model year Saturn ION vehicles involved in this Special Coverage were originally involved in Special Coverage 10187. Vehicles that have not had the repair performed under Special Coverage 10187 have been transferred to this Special Coverage.

Condition

General Motors of Canada has decided that a defect, which may relate to motor vehicle safety, may exist in certain 2003-2007 model year Saturn ION and 2006-2010 model year Chevrolet HHR non-turbo vehicles, equipped with electric power steering. Some of these vehicles may have a condition where a sudden loss of power steering assist could occur at any time while driving the vehicle. If the power steering assist is lost, the vehicle can still be steered, however, with greater effort (manual steering). The slower the vehicle is moving, the higher the steering effort. Unless a driver compensates for this additional steering effort, loss of power steering assist may increase the risk of a crash. When the power steering assist is lost, a chime will be heard and the Message Centre will display a "PWR STR" warning message. Typically the next time the vehicle is started, the power steering assist will return and the "PWR STR" message would no longer be displayed.

Special Coverage Adjustment

This special coverage covers the condition described above for a period of 10 years or 240,000 km, whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the power steering motor at the request of the customer, whether the above condition is present or not. The repairs 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 January 27, 2011, 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 January 27, 2011, must be submitted to the Service Contract provider.

Vehicles Involved

Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Investigate Vehicle History link on the Global Warranty Management application within GlobalConnect. *Special Coverage Adjustments are displayed in the Applicable Warranties section.*

Parts Information

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

Part Number	Description	Qty/ Vehicle
19257876 or 19257875	Motor Kit, P/S Asst	1

Customer Notification

General Motors will notify customers of this special coverage on their vehicles (see copy of customer letter included with this bulletin).

Service Procedure

1. Remove the power steering assist motor. Refer to Power Steering Assist Motor Replacement in SI.
2. Install the new power steering assist motor. Refer to Power Steering Assist Motor Replacement in SI.

Warranty Transaction Information

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
T5803	Replace Power Steering Motor	0.5	N/A
T5804	Customer Reimbursement	0.2	*

* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

Customer Reimbursement

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 February 29, 2012. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 240,000 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

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 Warranties. 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.

January 2011

Dear General Motors Customer:

General Motors has decided that a defect, which may relate to vehicle motor safety, may exist in certain *2003-2007 model year Saturn ION or 2006-2010 Chevrolet HHR* vehicles equipped with electric power steering.

This letter is intended to make you aware that some 2003-2007 model year Saturn ION vehicles or 2006-2010 Chevrolet HHR (non-turbo), equipped with electric power steering, may have a condition where a sudden loss of power steering assist could occur at any time while driving the vehicle. If power steering assist is lost, the vehicle can still be steered, however, with greater effort (manual steering). The slower the vehicle is moving, the higher the steering effort. Unless a driver compensates for this additional steering effort, loss of power steering assist may increase the risk of a crash. When the power steering assist is lost, a chime will be heard and the Message Centre will display a "PWR STR" warning message to inform you of the condition. Typically, the next time the vehicle is started, the power steering assist will return and the "PWR STR" message would no longer be displayed.

General Motors is providing owners with additional protection for the power steering assist motor. If this condition occurs on your 2003-2007 model year Saturn ION or 2006-2010 Chevrolet HHR (non-turbo) vehicle within 10 years of the date your vehicle was originally placed in service or 240,000 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.

Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to call the service department at your 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. *Please be advised that you may take your vehicle to the General Motors dealership of your choice to have this service work completed, whether the above condition exists or not*. Otherwise, keep this letter with your other important glovebox literature for future reference.

If you have already paid to have this special coverage condition corrected and you have not received reimbursement under a Vehicle Service Contract, you should contact your dealer as you may be eligible to receive reimbursement. Please provide your dealer with your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair.

Reimbursement will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer before February 29, 2012.

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

Customer Care and Aftersales

General Motors of Canada Limited

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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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