

*[Letter for customers identified through dealer search -
Retype this letter and insert the appropriate information]*

{Date}

Dear {insert customer name}

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain power steering hoses that were supplied to dealers for use in a number of different 1991 through 2006 vehicles. Some of these hoses may not be to GM specification. Under extreme steering maneuvers, such as turning the steering wheel fully to the left or right while braking, the hose may fracture and leak fluid. If this were to occur, power steering assist would be lost and increased steering effort would be required. On vehicles equipped with hydro-boost power brakes, it could also result in loss of power brake assist and increased braking effort would be required. If the power steering fluid spray were to spray onto hot engine parts, an engine compartment fire could occur.

We installed a power steering hose in your {insert customer's model year and vehicle model} and it could have this condition.

What Will Be Done: We will inspect the power steering hose for two suspect date codes and replace it, if required. This service will be performed for you at **no charge**.

How Long Will The Repair Take? This inspection and service correction will take approximately 15 minutes to 2-1/2 hours, depending on your vehicle model. However, due to service scheduling requirements, we may need your vehicle for a longer period of time.

Contacting Us: To limit any possible inconvenience, we recommend that you contact the service department as soon as possible to schedule an appointment for this repair. By scheduling an appointment, we can ensure that the necessary parts will be available on your scheduled appointment date. Should we be unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the listed number 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)
Buick	1-866-608-8080	1-800-832-8425
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Hummer	1-866-964-8663	
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	

If, after contacting the appropriate Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 40990; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Reimbursement: If you have already paid for some or all of the cost to replace the power steering hose and you have not received reimbursement under a Vehicle Service Contract, you should contact the appropriate Customer Assistance Center listed in this letter to discuss a possible reimbursement.

Courtesy Transportation: 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.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

{insert dealership name}

05086

*[Letter for repair shops identified through dealer search -
Retype this letter and insert the appropriate information]*

{Date}

Dear {insert customer name}

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain power steering hoses that were supplied to dealers for use in a number of different 1991 through 2006 vehicles. Some of these hoses may not be to GM specification. Under extreme steering maneuvers, such as turning the steering wheel fully to the left or right while braking, the hose may fracture and leak fluid. If this were to occur, power steering assist would be lost and increased steering effort would be required. On vehicles equipped with hydro-boost power brakes, it could also result in loss of power brake assist and increased braking effort would be required. If the power steering fluid spray were to spray onto hot engine parts, an engine compartment fire could occur.

We sold a power steering hose to you on {insert date} and it could have this condition.

What Will Be Done: If you have this power steering hose in inventory, you should contact us and have the hose inspected and replaced, if required. This service will be performed for you at **no charge**.

If you have sold this hose, you should check your records to identify the purchaser. Please provide us with the customer name, address, and telephone number and we will notify the purchaser.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

{insert dealership name}

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