

GM SERVICE AND PARTS OPERATIONS  
DCS1328  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 24, 2005  
Subject: 05010A - Product Safety Recall  
Intermediate Steering Shaft to Steering Gear Bolt  
Models: 2005 Chevrolet Silverado  
2005 GMC Sierra  
To: All Chevrolet and GMC Dealers  
Attention: Service Manager, Parts Manager and Warranty Administrator

Bulletin 05010A has been revised to include towing of the customer's vehicle to the dealership for repair. Please discard all copies of bulletin 05010, which was released on January 20, 2005 via GM Administrative Message WIR20050145.

Additionally, General Motors is contacting all customers with involved vehicles via telephone. Customers are being instructed not to drive their vehicle and to call their servicing dealer to have the vehicle towed to the dealership.

If a replacement intermediate steering shaft bolt is not readily available, dealers are to make arrangements to provide the customer with courtesy transportation until the recall can be performed on their vehicle.

Please see the attached bulletin for details. Please refer to GM Administrative Message WIR20050145 for a copy of the involved VIN list sorted by dealer Business Associate Code (BAC). If your BAC is not listed, then none of the involved vehicles are assigned to your dealership. Customer notification letter mailing will begin on January 26, 2004.

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

(See attached file: 05010A bulletin.pdf)

END OF MESSAGE  
GM SERVICE AND PARTS OPERATIONS



File In Section: Product Recalls  
Bulletin No.: 05010A  
Date: January 2005

# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT: INTERMEDIATE STEERING SHAFT TO STEERING GEAR BOLT**

**MODELS: 2005 CHEVROLET SILVERADO  
2005 GMC SIERRA**

**THIS BULLETIN IS BEING REVISED TO INCLUDE TOWING OF THE CUSTOMER'S VEHICLE INTO THE DEALERSHIP FOR REPAIR.  
PLEASE DISCARD ALL COPIES OF BULLETIN 05010, ISSUED JANUARY 2005.**

**GENERAL MOTORS IS CONTACTING CUSTOMERS OF INVOLVED VEHICLES VIA TELEPHONE. CUSTOMERS ARE BEING INSTRUCTED TO CALL THEIR SERVICING DEALER TO HAVE THEIR VEHICLE TOWED INTO THE DEALERSHIP. DEALERS ARE TO MAKE ARRANGEMENTS TO HAVE THE VEHICLE TOWED AND ARE TO PROVIDE THE CUSTOMER WITH COURTESY TRANSPORTATION UNTIL THE RECALL CAN BE PERFORMED ON THEIR VEHICLE.**

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2005 Chevrolet Silverado and GMC Sierra vehicles. The bolt that attaches the intermediate steering shaft to the steering gear may not meet specification. The bolt may fracture, resulting in the loss of steering. If this happens while the vehicle is moving, a crash could occur without prior warning.

### CORRECTION

Dealers are to replace the intermediate steering shaft to steering gear bolt. Dealers are to contact customers of delivered vehicles to make arrangements to have their vehicle towed to the dealership for repair.

VEHICLES INVOLVED

Involved are **certain** 2005 model year Chevrolet Silverado and GMC Sierra vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2005	Chevrolet	Silverado	51234416	51250149
			5E224188	5E225832
			5Z224897	5Z225327
2005	GMC	Sierra	51232549	51250160
			5E224185	5E225802
			5Z224888	5Z225315

**IMPORTANT:** Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry System) prior to beginning recall 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.

For Export: 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 report with the recall bulletin.

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 recall 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 recall.

PARTS INFORMATION

Parts required to complete this recall 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
26030302	BOLT,INTER STRG SHF	1

## SERVICE PROCEDURE

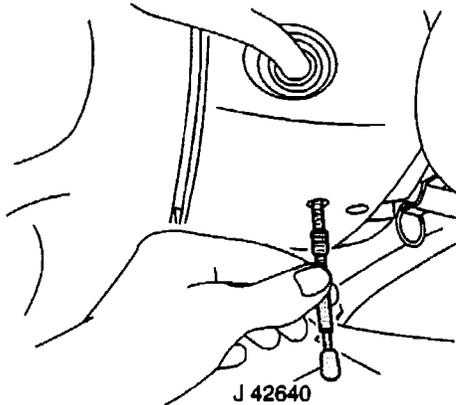
### **Tools Required**

- J 42640 Steering Column Anti-Rotation Pin

### **Notice**

The wheels of the vehicle must be straight-ahead and the steering column in the LOCK position before disconnecting the steering column or intermediate shaft from the steering gear. Failure to do so will cause the SIR coil assembly to become uncentered, which may cause damage to the coil assembly.

1. Set the front wheels in the straight-ahead position.



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2. Install J 42640 in the steering column lower access hole.
3. For vehicles equipped with a 6.6L diesel engine, remove the left charge air cooler hose.
4. Remove the bolt from the lower shaft coupler.
5. Install the new bolt to the lower shaft coupler. **Tighten**

Tighten the coupler pinch bolt to 47 N·m (35 lb ft).

6. For vehicles equipped with a 6.6L diesel engine, install the left charge air cooler hose.
7. Remove J42640 from the steering column lower access hole.

## COURTESY TRANSPORTATION

Dealers are to provide customers with shuttle service or some other form of courtesy transportation while their vehicle is at the dealership for this repair.

**CLAIM INFORMATION**

Submit a Product Recall Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NO.	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS	NET ITEM
Install Intermediate Steering Shaft Bolt - Gas Engine - Diesel Engine	1	---	*	MA-96	V1305	0.2 0.3	N/A
Courtesy Transportation	N/A	N/A	N/A	MA-96	V1306	N/A	**
Vehicle Towing (For Delivered Vehicles Only)	N/A	N/A	NA	MA-96	V1307	N/A	***

\* The "Parts Allowance" should be the sum total of the current GMSP0 Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for the intermediate steering shaft bolt needed to complete the repair.

\*\* The amount identified in the "Net Item" column should represent the actual dollar amount for courtesy transportation.

\*\*\* The amount identified in the "Net Item" column should represent the actual dollar amount to have a customer's vehicle towed to your dealership.

Note: Canadian dealers should refer to the Canadian distribution of the bulletin for detailed claim information.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

**CUSTOMER NOTIFICATION** – For US and CANADA

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

**CUSTOMER NOTIFICATION** – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

**DEALER RECALL RESPONSIBILITY** – For US and Export (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to

contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

#### DEALER RECALL RESPONSIBILITY - ALL

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



Dear General Motors Customer:

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

**IMPORTANT:** You may have already been contacted regarding this recall by your GM dealer or by the GM Customer Assistance Center, but this letter is to inform you to contact your GM dealer immediately. **DO NOT DRIVE YOUR VEHICLE.**

**Reason For This Recall:** General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2005 Chevrolet Silverado and GMC Sierra vehicles. The bolt that attaches the intermediate steering shaft to the steering gear may not meet specification. The bolt may fracture, resulting in the loss of steering. If this happens while the vehicle is moving, a crash could occur without prior warning

**What Will Be Done:** Your dealer will replace the intermediate steering shaft bolt. This service will be performed for you at **no charge**.

**What You Should Do:** Contact your GM dealer as soon as possible to arrange to have your vehicle towed to the dealership. **Do not drive your vehicle to the dealership.**

Should your dealer be unable to arrange to have your vehicle towed to the dealership and repaired within a reasonable time, or if you have any further questions, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
Guam	1-671-648-8650	

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 20590 or call 1.888.327.4236.

**How Long Will The Repair Take?** This service correction will take approximately 15-20 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**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.

**Courtesy Transportation:** Your dealer will provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair.

**My GMLink Online:** This free online service offers vehicle and ownership related information and tools tailored to your specific vehicle. To join, visit [www.mygmlink.com](http://www.mygmlink.com), and enter your vehicle's 17-character vehicle identification number (VIN) shown on the enclosed customer reply form to get the most personalized information for your vehicle.

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.

General Motors Corporation

Enclosure  
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