



Recall Bulletin



SATURN®



Canada

PRODUCT SAFETY RECALL

SUBJECT: Power Steering Fluid Leak – Inspect and Tighten Nut

MODELS: 2008-2009 Chevrolet Captiva
2008-2009 Saturn VUE

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2008-2009 model year Chevrolet Captiva and Saturn VUE vehicles. Some of these vehicles have a condition in which the nut securing the power steering line to the power steering pump may loosen. If this were to occur, there may be a power steering fluid leak. In rare circumstances, the fluid could contact hot exhaust components resulting in a possible engine compartment fire.

CORRECTION

Dealer/retailers are to inspect the nut securing the power steering line to the power steering pump. If there are no signs of a fluid leak, retailers are to tighten the nut. If a fluid leak is present, retailers are to tighten the nut and check the fluid level.

VEHICLES INVOLVED

Involved are **certain** 2008-2009 model year Chevrolet Captiva and Saturn VUE vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2008	Chevrolet	Captiva	8S607910	8S730823
2009	Chevrolet	Captiva	9S504509	9S504510
2008	Saturn	VUE	8S500001	8S730844
2009	Saturn	VUE	9S500048	9S504500

Important: Dealers/retailers are to confirm vehicle eligibility prior to beginning repairs by using the system(s) below. Not all vehicles within the above breakpoints may be involved.

- GM dealers and Canadian Saturn/Saab retailers should use GMVIS.
- Saturn US retailers should use the 'Investigate Vehicle History' link on the Global Warranty Management application within DealerWorld.

For dealers/retailers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided through the applicable system listed below. Dealers/retailers will not have a report available if they have no involved vehicles currently assigned.

- US retailers - GM DealerWorld Recall Information
- Canadian retailers - GMinfoNet Recall Reports

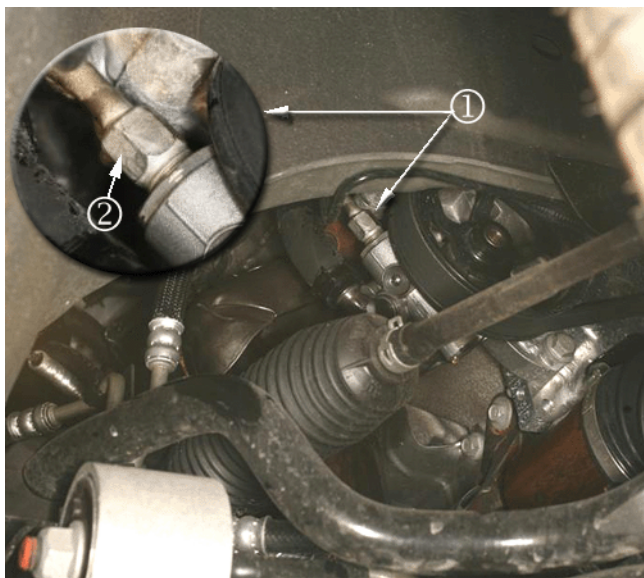
The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PARTS INFORMATION

No parts are required for this recall.

SERVICE PROCEDURE

1. Open the vehicle hood and inspect the power steering reservoir for evidence of a fluid leak.
 - If a fluid leak is present, clean and dry the affected area before proceeding to Step 2.
 - If a fluid leak is not present, proceed to Step 2.
2. Raise vehicle on a hoist. Refer to *Lifting and Jacking the Vehicle* in SI.
3. Remove the right front wheel to gain access to the power steering pump high pressure output line. Refer to *Tire and Wheel Removal and Installation* in SI.



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Important: Inspect the bottom side of the power steering reservoir and high pressure output line for evidence of a fluid leak. Clean the affected area, if required.

4. Using a 16mm open-end wrench, loosen the high pressure line tube nut (1). **Do not remove the tube nut from the power steering pump.**

5. Fully tighten the tube nut (1) by hand.
6. Note the position of the tube nut flats (2).
7. Using a 16mm open-end wrench, tighten the tube nut (1) 60-90 degrees (about 1 to 1½ hex flats). Do not tighten the tube nut more than 90 degrees (1½ hex flats).
8. Install the right front wheel. Refer to *Tire and Wheel Removal and Installation* in SI.
9. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
10. If a power steering leak was found in Step 2 or 4, check the power steering fluid and add fluid if required. Refer to *Checking and Adding Power Steering Fluid* in SI.

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. GM dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines. Saturn Canada retailers should refer to applicable Home Office letter on this subject.

CLAIM INFORMATION – GM, Saturn Canada Only

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
Inspect Power Steering Reservoir & Tighten Nut	N/A	N/A	N/A	MA-96	V1954	0.3	N/A
Add: Leak Present - Clean Power Steering Fluid from Reservoir & High Pressure Line						0.1	*
Courtesy Transportation for vehicles within the New Vehicle Limited Warranties (US & Canadian GM Dealers)	N/A	N/A	N/A	MA-96	**	N/A	***

* The amount identified in the "Net Item" column represents the sum total for brake fluid, if needed, to perform the required repairs, not to exceed \$2.50 USD, \$2.67 CAD.

** Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual for vehicles within the New Vehicle Limited Warranties.

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

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

CLAIM INFORMATION – Saturn US Only

1. To receive credit, submit a claim with the information below:

Repair Performed	Parts Allow.	Sale Type	Case Type	Labor Op.	Labor Hrs.
Inspect Power Steering Reservoir & Tighten Nut	N/A	WC	VC	V1954	0.3
Add: Leak Present – Clean Power Steering Fluid Reservoir & High Pressure Line					0.1

2. Submit the cost of brake fluid (\$2.50) as a net item using the appropriate net item code.
3. Submit courtesy transportation as a net item using the appropriate net item code.

CUSTOMER NOTIFICATION

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

DEALER RECALL RESPONSIBILITY – For US (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.



September 2008

Dear General Motors Customer:

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

General Motors has decided that a defect that relates to motor vehicle safety exists in certain 2008 and 2009 model year Chevrolet Captiva and Saturn VUE vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

I M P O R T A N T

- Your vehicle is involved in safety recall 08284.
- Schedule an appointment with your GM dealer/retailer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have a condition in which the nut securing the power steering line to the power steering pump may loosen. If this were to occur, there may be a power steering fluid leak. In rare circumstances, the fluid could contact hot exhaust components resulting in a possible engine compartment fire.

What will we do?

Your GM dealer/retailer will inspect the nut securing the power steering line to the power steering pump. If there are no signs of a fluid leak, your dealer/retailer will ensure that the nut is tight. If a fluid leak is present, your dealer/retailer will tighten the nut and check the fluid level. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer/retailer will need your vehicle longer than the actual inspection time of approximately 20 minutes. If a leak is found, an additional 10 minutes will be required.

If your vehicle is within the New Vehicle Limited Warranty your dealer/retailer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership/facility for this repair. Please refer to your Owner's Manual and your dealer/retailer for details on courtesy transportation.

What should you do?

You should contact your GM dealer/retailer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer/retailer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

Do you have

If you have questions or concerns that your dealer/retailer is unable

questions? to resolve, please contact the appropriate Customer Assistance Center at the number listed below. More information about this recall can be found at the Owner Center at MyGMLink, <http://www.gm.com/recall>

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Saturn	1-800-972-8876	1-800-833-6000
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	

If after contacting your dealer/retailer and the Customer Assistance Center, you are still not satisfied 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, 1200 New Jersey Avenue, SE, Washington DC 20590, 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>.

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

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
08284