

**GM SERVICE AND PARTS OPERATIONS**

**DCS2189**

**URGENT - DISTRIBUTE IMMEDIATELY**

Date: November 21, 2008

Subject: 08389 – Product Safety Recall  
Incorrect Steering Knuckle - Change in Vehicle Handling

Models: 2009 Chevrolet Captiva Sport  
2009 Saturn VUE

To: All Saturn Retailers

Attention: Service Manager, Parts Manager, and Warranty Administrator

**PRODUCT FIELD ACTION ANNOUNCEMENT**

General Motors is announcing Product Safety Recall 08389 today. The number of vehicles involved is 2,221. Please see the attached bulletin for details.

**Mailing Information**

Customer notification letters will be mailed on December 8, 2008.

**'Investigate Vehicle History' link on the Global Warranty Management application**

'Investigate Vehicle History' link on the Global Warranty Management application within DealerWorld will be available on November 22, 2008.

**Service Information System (SI)**

Bulletin 08389 will be available in SI on November 22, 2008.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will not be available in DealerWorld until December 1, 2008. Therefore, a VIN List sorted by BAC has been attached for your reference. If your BAC is not on this list, you do not have any involved vehicles.

PLEASE CLICK ON THE MESSAGE ATTACHMENTS BELOW  
TO VIEW OR PRINT THE BULLETIN AND /OR VIN LIST

END OF MESSAGE

GM SERVICE AND PARTS OPERATIONS

Message Attachment(s):

[08389 bulletin.pdf](#) Acrobat PDF (204.1KB)

08389 Bulletin

[08389 US BAC VIN list.xls](#) Microsoft Excel Worksheet (169.5KB)

08389 US BAC VIN list



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Incorrect Steering Knuckle – Change in Vehicle Handling

**MODELS:** 2009 Chevrolet Captiva Sport  
2009 Saturn VUE

**It is estimated that less than 150 vehicles world-wide will require replacement of the steering knuckle and tie rod ends. Do NOT order parts until the inspection determines that replacement is necessary. Do NOT order parts for shelf stock.**

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2009 model year Chevrolet Captiva Sport and Saturn VUE vehicles. Some of these vehicles may have been built with an incorrect right and/or left front steering knuckle. As a result of the incorrect knuckle and resulting inadequate clearance, the tie rod ball stud could pull out of, or fracture the tie rod housing. This could cause the tie rod to separate from the knuckle. Although steering control of the vehicle could be maintained after a tie rod separation by the unaffected wheel on smooth roads or during light braking, with more significant suspension or braking inputs, the affected wheel could turn out and skid. If a vehicle built with two incorrect steering knuckles had both tie rods separate at the same time, steering control of the vehicle would be lost and a crash could occur without warning.

### CORRECTION

Dealers are to inspect the steering knuckles, and if necessary, replace the steering knuckle(s) and tie rod(s).

### VEHICLES INVOLVED

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

Year	Division	Model	From	Through
2009	Chevrolet	Captiva Sport	9S559652	9S570852
2009	Saturn	VUE	9S545571	9S571222

**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 GM and Saturn dealers/retailers - GM DealerWorld Recall Information
- Canadian GM/Saturn dealers/retailers – GM GlobalConnect 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

**GM, Saturn Canada Only:** Parts required to complete this recall are to be obtained from General Motors Service and 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.

**Saturn US Only:** Due to the small number of affected vehicles and the extremely low part replacement rate, Saturn will not be doing a pre-shipment of parts for this recall. Please place an emergency order if a part is required after inspection.

**It is estimated that less than 150 vehicles world-wide will require replacement of the steering knuckle and tie rod ends. Do NOT order parts until the inspection determines that replacement is necessary. Do NOT order parts for shelf stock.**

Part Number	Description	Quantity/Vehicle
15837011	Knuckle, Steering (Left)	1 (If Req'd)
15837014	Knuckle, Steering (Right)	1 (If Req'd)
19149840	Rod Kit, Strg Lnkg Outer Tie (Hydraulic P/S Gear)	1 (If Req'd)
22729249	Rod Kit, Strg Lnkg Outer Tie (Electronic P/S Gear)	1 (If Req'd)

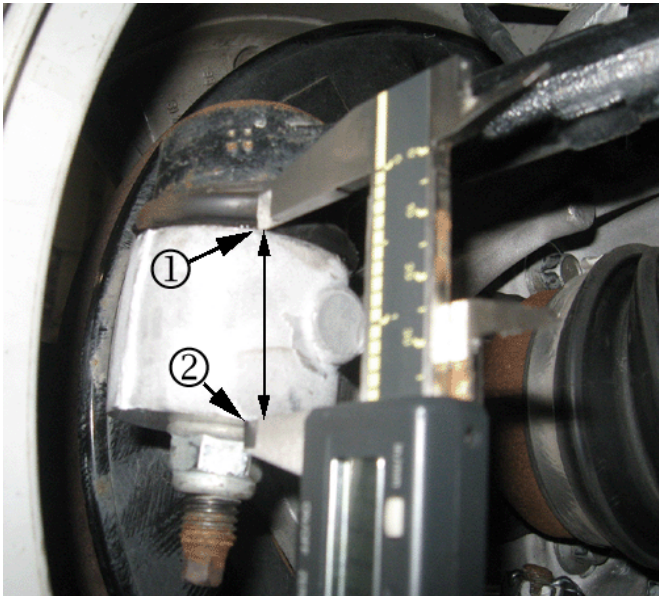
## SERVICE PROCEDURE

### Tools Required

- J 42188-B, Ball Joint Separator
- J 44015, Steering Linkage Installer
- SA91100C, Tie Rod Separator

### Knuckle Inspection

1. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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**Note:** It is essential to measure the left and right knuckle boss height in order to properly complete this recall.

2. Measure the outer tie rod end to steering knuckle connection boss height – both the left and right. Refer to the illustration for measurement reference points (1) and (2).
  - If a boss height of **37.5 mm to 38 mm** (1.47 in to 1.49 in) is measured, replace both the **steering knuckle and steering linkage outer tie rod** on this side of the vehicle. Refer to *Steering Knuckle and Steering Linkage Outer Tie Rod Replacement* in SI.
  - A boss height of **30 mm to 30.5 mm** (1.18 in to 1.2 in) is correct, and no action is required on any knuckle or tie rod with this measurement. Replacement of the knuckle and tie rod is **only** required on the side of the vehicle with the 37.5 to 38 mm boss height.
3. Perform the wheel alignment **only** if one or both knuckle(s) required replacement.

**COURTESY TRANSPORTATION** – For US and Canada

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:

<b>Repair Performed</b>	<b>Part Count</b>	<b>Part No.</b>	<b>Parts Allow</b>	<b>CC_FC</b>	<b>Labor Op</b>	<b>Labor Hours</b>
Steering Knuckle Inspection – No Further Action Required	N/A	N/A	N/A	MA-96	V2025	0.3
Steering Knuckle Inspection and Replacement of One Knuckle and Tie Rod End (incl. Wheel Alignment (Toe, Caster, Camber))	2	---	*	MA-96	V2026	2.1
Steering Knuckle Inspection and Replacement of Both Knuckles and Tie Rod Ends (incl. Wheel Alignment (Toe, Caster, Camber))	4	----	*	MA-96	V2027	3.2

\* The "Parts Allowance" should be the sum total of the current GMSPD Dealer net price plus applicable Mark-Up for knuckle(s) and tie rod end(s) needed to complete the repair.

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:

<b>Repair Performed</b>	<b>Parts Allow.</b>	<b>Sale Type</b>	<b>Case Type</b>	<b>Labor Op.</b>	<b>Labor Hrs.</b>
Steering Knuckle Inspection – No Further Action Required	N/A	WC	VC	V2025	0.3
Steering Knuckle Inspection and Replacement of One Knuckle and Tie Rod End (incl. Wheel Alignment (Toe, Caster, Camber))	*	WC	VC	V2026	2.1
Steering Knuckle Inspection and Replacement of Both Knuckles and Tie Rod Ends (incl. Wheel Alignment (Toe, Caster, Camber))	*	WC	VC	V2027	3.2

\* The parts allowance should be the sum total of the current SSPO retailer net price plus 40% of all parts required for the repair.

2. 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.



December 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 2009 model year Chevrolet Captiva Sport 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 08389.
- 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 been built with an incorrect right and/or left front steering knuckle. As a result of the incorrect knuckle and resulting inadequate clearance, the tie rod ball stud could pull out of, or fracture the tie rod housing. This could cause the tie rod to separate from the knuckle. Although steering control of the vehicle could be maintained after a tie rod separation by the unaffected wheel on smooth roads or during light braking, with more significant suspension or braking inputs, the affected wheel could turn out and skid. If a vehicle built with two incorrect steering knuckles had both tie rods separate at the same time, steering control of the vehicle would be lost and a crash could occur without warning.

### What will we do?

Your GM dealer/retailer will inspect the steering knuckles, and if necessary, replace the steering knuckle(s) and tie rod(s). 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 replacement is required, an additional 1 hour and 50 minutes to 2 hours and 55 minutes will be needed.

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 questions?**

If you have questions or concerns that your dealer/retailer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below. More information about your vehicle can be found at the Owner Center at [www.gmownercenter.com](http://www.gmownercenter.com).

Division	Number	Text Telephones (TTY)
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  
08389