



# Recall Bulletin



## F/CMVSS NONCOMPLIANCE RECALL

**SUBJECT:** Shift Lever Indicator May Not Display Correct Gear

**MODELS:** 2009 Chevrolet Malibu  
 2009 Pontiac G6  
 2009 Saturn AURA  
 Equipped with 4-Speed Transmission (RPO ME7/MN5)

### CONDITION

General Motors has decided that certain 2009 model year Chevrolet Malibu, Pontiac G6, and Saturn AURA vehicles equipped with a 4-speed transmission (RPO ME7/MN5) fail to conform to Federal/Canada Motor Vehicle Safety Standard 102, "Transmission Shift Position Sequence, Starter Interlock, and Transmission Braking Effect", and Standard 114, "Theft Protection and Rollaway Prevention". On some of these vehicles, the end fitting tabs on the transmission shift cable may fracture and separate. If the tabs were to separate, the shift lever and the actual position of the transmission gear may not match. With this condition, the driver could move the shifter to PARK and remove the ignition key, but the transmission gear may not be in PARK. The driver may not be able to restart the vehicle and the vehicle could roll away after the driver has exited the vehicle, resulting in a possible crash without prior warning.

### CORRECTION

Dealers are to install a retainer over the transmission shift cable end fitting. If the end fitting tabs are fractured, the shift cable must be replaced.

### VEHICLES INVOLVED

Involved are **certain** Chevrolet Malibu, Pontiac G6, and Saturn AURA vehicles equipped with a 4-speed transmission (RPO ME7/MN5) and built within these VIN breakpoints:

Year	Division	Model	From	Through
2009	Chevrolet	Malibu	94100045	94258307
			9F100005	9F225042
2009	Pontiac	G6	94100004	94259662
2009	Saturn	AURA	9F100007	9F216284

**Important:** Dealers 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 retailers should use GMVIS.
- Saturn US retailers should use the 'Investigate Vehicle History' link on the Global Warranty Management application within DealerWorld.

For dealers 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 will not have a report available if they have no involved vehicles currently assigned.

- US and Canadian dealers/retailers – GM GlobalConnect Recall Reports
- Export dealers - sent directly to dealers

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

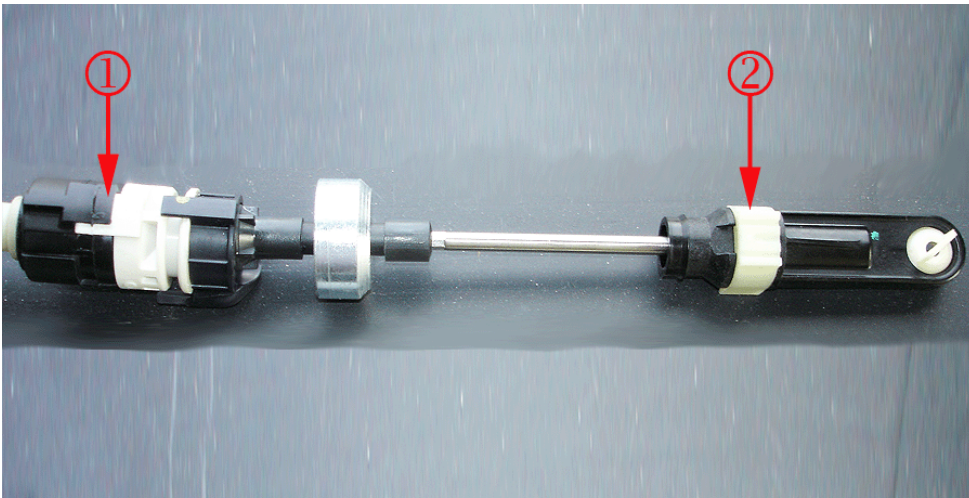
**GM Only:** Parts required to complete this recall are to be obtained from General Motors Service and Parts Operations (GMSPO). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order. **Kit PN 19210732 is not eligible for RIM Management.**

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

<b>Part Number</b>	<b>Description</b>	<b>Quantity/ Vehicle</b>
19210732	Cable Kit, A/Trns Range Sel Lvr	1
25974057	Cable, A/Trns Range Sel Lvr (Malibu)	1 (If Req'd)
25910201	Cable, A/Trns Range Sel Lvr (G6)	1 (If Req'd)
25907379	Cable, A/Trns Range Sel Lvr (AURA)	1 (If Req'd)

## SERVICE PROCEDURE

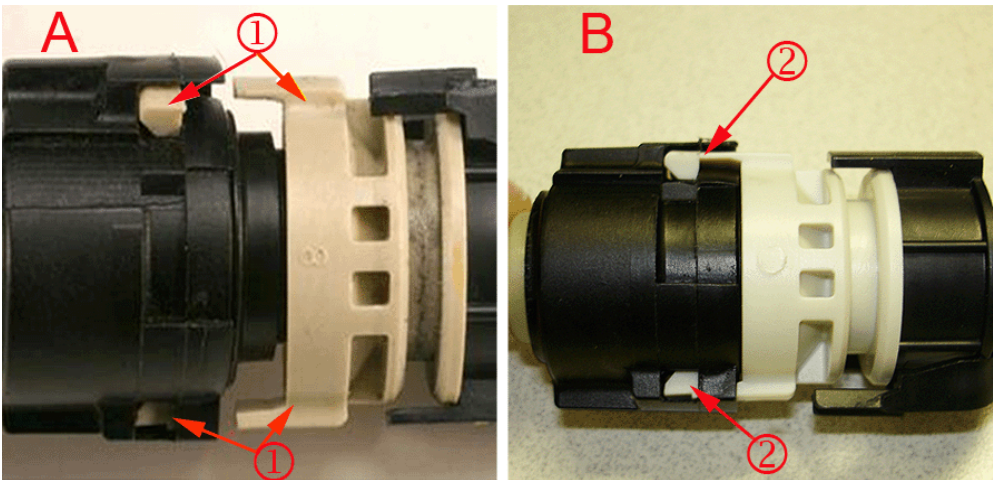
### Transmission Shift Cable Kit Installation Procedure



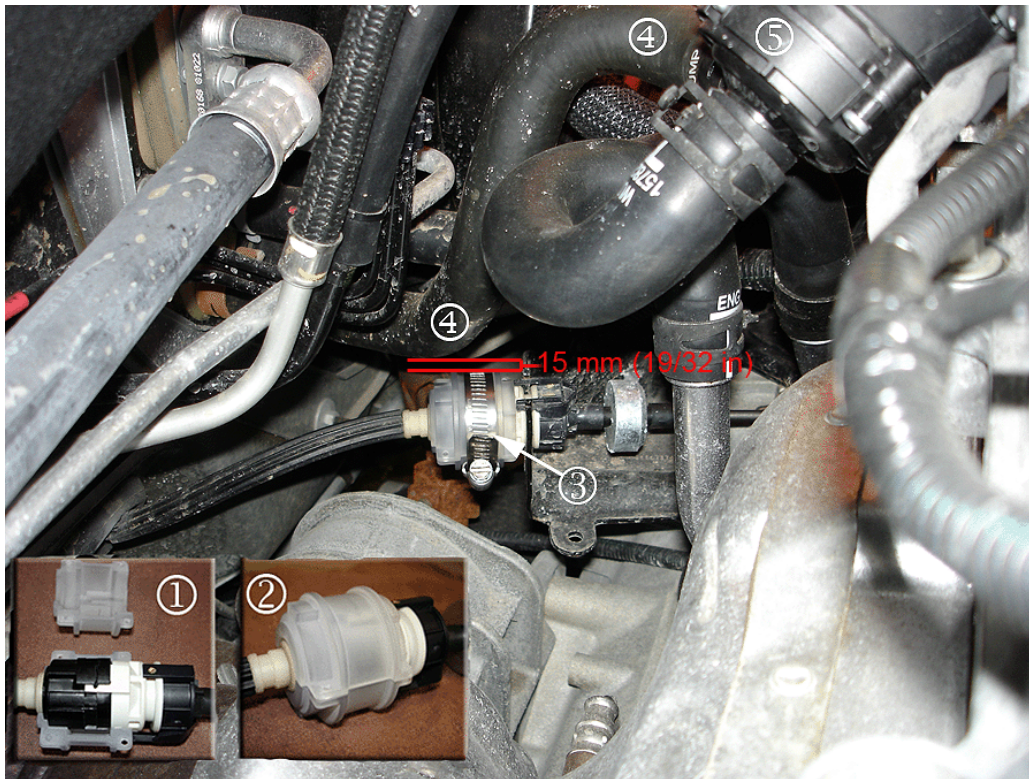
- (1) Shift Cable Locking Tabs
- (2) Shift Cable Adjuster Locking Clip

**Hybrid Vehicle Notice:** Remove the generator control module cover to gain access to the transmission shifter cable. Refer to *Generator Control Module Cover Replacement* in SI.

1. Open the hood and locate the transmission shift cable.
2. Determine if the transmission shift cable locking tabs are fractured and separated.



- If the transmission shift cable locking tabs (1) are fractured and separated (A), remove the transmission shift cable and replace it with a new one. Refer to *Floor Shift Control Cable Replacement* or *Range Selector Lever Cable Replacement* in SI. No further action is required after replacing the transmission shift cable. DO NOT install a transmission shift cable kit.
- If the transmission shift cable locking tabs (2) are NOT fractured and separated (B), install the transmission shift cable kit. Proceed to Step 3.



Hybrid vehicle shown. Combustion engine vehicle is similar.

- (1) Clam Shell in Two Pieces
- (2) Clam Shell Around Shift Cable Locking Tabs
- (3) Clamp on Clam Shell
- (4) Inlet Coolant Hose and
- (5) Heater Cooler Pump.

3. Install the clam shell (1) (2) over the shifter cable locking tabs.
4. Install the service clamp over the clam shell (3). Position the clamp fastener head away from the inlet coolant hose (4). **Tighten the clamp to 4 Nm (35 lb-in).**
5. Ensure that there is 15 mm (19/32 in) of clearance between the inlet coolant hose (4) and the clam shell (3). On hybrid equipped vehicles, it may be necessary to reposition the inlet coolant hose (4) to achieve the required 15 mm (19/32 in) of clearance. **To reposition the inlet coolant hose (4) on hybrid equipped vehicles, locate the heater cooler pump (5) and perform Steps 5.1-5.4.**

**Caution:** Do not kink or damage the inlet coolant hose (4) when repositioning the hose to obtain the 15 mm (19/32 in) clearance. To avoid damaging the hose clamp, use J-38185 or equivalent hose clamp pliers to loosen the hose clamp.

- 5.1. Using J-38185 or equivalent hose clamp pliers, loosen the inlet coolant hose (4) connected to the heater cooler pump (5). Note the location of the clamp on the inlet coolant hose (4).
- 5.2. Rotate the inlet coolant hose (4) clockwise until 15 mm (19/32 in) of clearance between the inlet coolant hose (4) and clam shell (3) is achieved.
- 5.3. Ensure that the inlet coolant hose clamp is secure on the inlet coolant hose (4) in the production location.
- 5.4. Install the generator control module cover. Refer to *Generator Control Module Cover Replacement* in SI.

6. Close the hood.

### 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:

Repair Performed	Part Count	Part No.	Parts Allow	CC-FC	Labor Op	Labor Hours
Installation of Transmission Shift Cable Kit	1	---	*	MA-96	V2088	0.2
Add: Hybrid Vehicle						0.1
Transmission Shift Cable Replacement	1	---	**	MA-96	V2089	
- Malibu						1.3
- AURA, G6						0.9
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 "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for the transmission shift cable kit needed to complete the repair.

\*\* The "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for the transmission shift cable needed to complete the repair.

\*\*\* 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. Saturn Canada retailers should refer to applicable Home Office letter on this subject.

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.
Installation of Transmission Shift Cable Kit	*	WC	VC	V2088	0.2
Add: Hybrid Vehicle					0.1
Transmission Shift Cable Replacement	*	WC	VC	V2089	0.9

\* 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.

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.

**This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your dealership may be subject to a civil penalty for each such sale.**

**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.



March 2009

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 certain 2009 model year Chevrolet Malibu, Pontiac G6, and Saturn AURA vehicles equipped with a 4-speed transmission fail to conform to Federal/Canada Motor Vehicle Safety Standard 102 , "Transmission Shift Position Sequence, Starter Interlock, and Transmission Braking Effect", and Standard 114, "Theft Protection and Rollaway Prevention". As a result, GM is conducting a 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 recall 09077.
- Schedule an appointment with your GM dealer/retailer.
- This service will be performed for you at **no charge**.

#### **Why is your vehicle being recalled?**

Recently, you may have brought your vehicle in for an inspection of the shift cable adjustment clip; however, there is one additional repair we would like to perform on the transmission shift cable.

The end fitting tabs on the transmission shift cable may fracture and separate. If the tabs were to separate, the shift lever and the actual position of the transmission gear may not match. With this condition, the driver could move the shifter to PARK and remove the ignition key, but the transmission gear may not be in PARK. The driver may not be able to restart the vehicle and the vehicle could roll away after the driver has exited the vehicle, resulting in a possible crash without prior warning.

#### **What will we do?**

Your GM dealer/retailer will repair the transmission shift cable. 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 service correction time of approximately 20 minutes. If the transmission shift cable requires replacement, an additional hour 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.

**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)
Chevrolet	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
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  
Director,  
Customer and Relationship Services

Enclosure  
09077