



Recall Bulletin

File In Section: Product Recalls
Bulletin No.: 09041
Date:
Draft: Final



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Shift Lever Indicator May Not Display Correct Gear

MODELS: 2009 Buick Enclave
2009 Chevrolet Cobalt, HHR, Malibu, Traverse
2009 GMC Acadia
2009 Pontiac G5, G6
2009 Saturn AURA, OUTLOOK

DRAFT

**A FINAL VERSION OF THIS DRAFT WILL BE USED
IF THERE IS A DECISION TO RECALL**

CONDITION

General Motors has decided that certain 2009 model year Buick Enclave; Chevrolet Cobalt, HHR, Malibu, Traverse; GMC Acadia; Pontiac G5, G6; and Saturn AURA and OUTLOOK vehicles 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 transmission shift cable adjustment clip may not be fully engaged. If the clip is not fully engaged, 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 inspect and ensure that the shift cable adjustment clip is fully engaged. In the event that the clip does not engage, the shift cable must be replaced.

VEHICLES INVOLVED

Involved are **certain** 2009 model year Buick Enclave; Chevrolet Cobalt, HHR, Malibu, Traverse; GMC Acadia; Pontiac G5, G6; and Saturn AURA and OUTLOOK vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
20##	-----	-----	#####	#####
20##	-----	-----	#####	#####

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

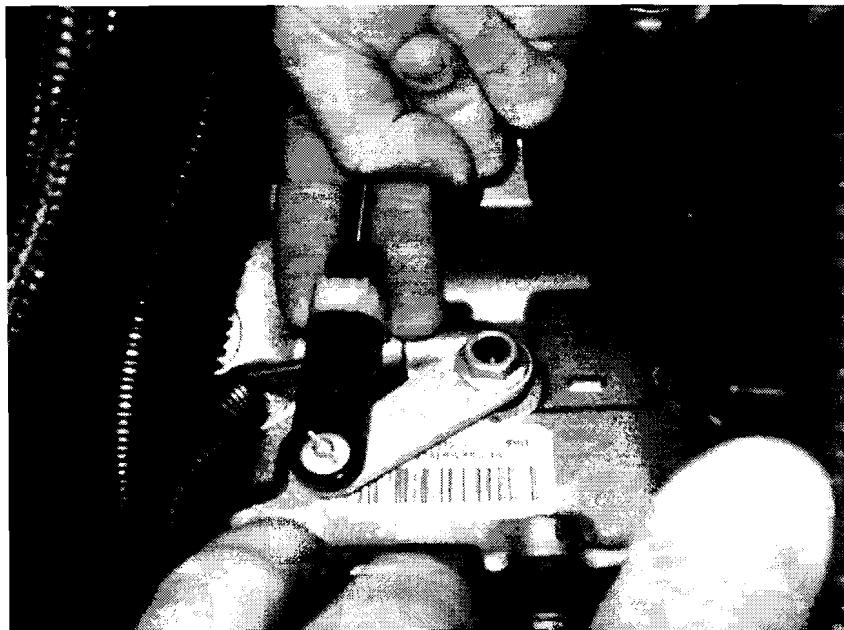
The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are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

PARTS INFORMATION

No parts are needed for this recall. In the rare event that a shift cable is required, please order the appropriate cable and H-route the claim for wholesale approval.

SERVICE PROCEDURE

1. Park the vehicle on a flat secure surface with the shifter in the PARK position.
2. Disengage the shift cable adjuster lock.
3. Turn the transmission side manual shaft lever counterclockwise and then release the lever to ensure that the transmission manual shaft is in the PARK position fully.
4. Push the shift cable adjuster lock down to fully engage the adjuster lock.



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Warning: In the extremely rare event that the adjuster lock becomes disengaged, replace the shift cable. Refer to *Floor Shift Control Cable Replacement* (Cobalt, G5, HHR, Malibu) or *Range Selector Lever Replacement* (Acadia, Aura, Enclave, G6, Outlook, Traverse) in SI.

5. Apply a **LIGHT** vertical (upward) force with 2 fingers to the sides of the adjuster locking clip engagement legs. Refer to illustration. Push the shift cable adjuster lock down fully one more time to ensure complete lock engagement.
6. Move the shifter back and forth from PARK to N or L 3 times.
7. Verify that the vehicle shift system operates correctly.

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
Inspect & Ensure Engagement of Transmission Shift Cable Adjustment Clip	N/A	N/A	N/A	MA-96	V----	0.2
Courtesy Transportation for vehicles within the New Vehicle Limited Warranties (US & Canadian GM Dealers)	N/A	N/A	N/A	MA-96	*	N/A

* 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.

Note: If replacement of the shift cable is required, H-route the claim for wholesale authorization.

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 & Ensure Engagement of Transmission Shift Cable Adjustment Clip	N/A	WC	VC	V----	0.2

Note: If replacement of the shift cable is required, H-route the claim for wholesale authorization.

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.



Month 200X

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 Buick Enclave; Chevrolet Cobalt, HHR, Malibu, Traverse; GMC Acadia; Pontiac G5, G6; and Saturn AURA and OUTLOOK vehicles 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 09041.
- Schedule an appointment with your GM dealer/retailer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The transmission shift cable adjustment clip on your vehicle may not be fully engaged. If the clip is not fully engaged, 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 inspect and ensure that the shift cable adjustment clip is fully engaged. In the rare event that the clip does not engage, your dealer will replace the 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 actual inspection time of approximately 15 minutes.

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.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
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
 09041



SAFETY RECALL NOTICE

Month 200X

<CustomerName>
<CustomerAddress>

Dear <CustomerName>:

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 <Year> model year <VINDivisionName> <Vehicle_Name> vehicles fail to conform to Federal 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.

IMPORTANT

- Your <Year> model year <VINDivisionName> <Vehicle_Name>, VIN <VIN>, is involved in safety recall <Recall>.
- Schedule an appointment with your <DIV_DLR> <dlr_rtr>.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The transmission shift cable adjustment clip on your vehicle may not be fully engaged. If the clip is not fully engaged, 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 <DIV_DLR> <dlr_rtr> will inspect and ensure that the shift cable adjustment clip is fully engaged. In the rare event that the clip does not engage, your <dlr_rtr> will replace the shift cable. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your <dlr_rtr> will need your vehicle longer than the actual inspection time of approximately 15 minutes.

If your vehicle is within the New Vehicle Limited Warranty your <dlr_rtr> may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the <dship_fcly> for this repair. Please refer to your Owner's Manual and your <dlr_rtr>

for details on courtesy transportation.

What should you do?

You should contact your <DIV_DLR> <dlr_rtr> to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your <dlr_rtr>. 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 <dlr_rtr> is unable to resolve, please contact the <VINDivisionName> Customer Assistance Center at <DivCACPhone>. More information about your vehicle can be found at the Owner Center at www.gmownercenter.com

If after contacting your <dlr_rtr> 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.

<Closing>

Enclosure
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