



September / October 2010

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 model year Chevrolet Cobalt and Pontiac G5 vehicles equipped with electric power steering. 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.

### ***IMPORTANT***

- Your vehicle is involved in safety recall 10023.
- 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 a sudden loss of power steering assist could occur at any time while driving the vehicle. If the power steering assist is lost, a chime will sound and a "Power Steering" message will be displayed in the Driver Information Center to inform you of the condition. Steering control will be maintained, as the vehicle defaults to a manual steering mode. If power steering assist is lost, it may require greater driver effort at low vehicle speeds, for example, below 15 mph (25 km/h). Unless the driver compensates for this additional effort, it may increase the risk of a crash.

Typically, the next time the vehicle is started, the power steering assist will return and the "Power Steering" message will no longer be displayed.

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

Your GM dealer will replace the electric power steering motor. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 40 minutes.

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

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**What should you do?** You should contact your GM dealer to arrange a service appointment as soon as possible.

**Did you already pay for this repair?** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition. If you had this condition corrected, you may have received the new motor. Please contact your dealer to determine if the motor in your vehicle requires replacement.

**Do you have questions?** If you have questions or concerns that your dealer is unable to resolve, 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
Pontiac	1-800-620-7668	1-800-833-7668
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  
10023