



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Loss of Power Steering Assist – Replace Electric Power Steering Motor

MODELS: 2005-2010 Chevrolet Cobalt
2005 Pontiac Pursuit
2005-2006 Pontiac G4
2006 Pontiac G5 Pursuit
2007-2010 Pontiac G5
Equipped with Electric Power Steering

The Parts Information, Service Procedure, and Claim Information sections in this bulletin have been revised. Dealers are to no longer use Loctite. All reference to the use of Loctite has been removed. Additional motor kit part numbers have also been added to the Parts Information table.

Please discard all copies of bulletin 10023C, issued June 2010.

The vehicles involved in this safety recall were placed on Stop Delivery on March 2, 2010. Performing the service procedure contained in this bulletin will release the vehicle from Stop Delivery and allow you to sell and deliver the vehicle to a customer.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2005-2010 model year Chevrolet Cobalt vehicles; 2005 model year Pontiac Pursuit; 2005-2006 model year Pontiac G4; 2006 model year Pontiac G5 Pursuit; and 2007-2010 model year Pontiac G5 vehicles equipped with electric power steering. Some of these vehicles 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 the driver 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 a 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.

CORRECTION

Dealers are to replace the electric power steering motor.

VEHICLES INVOLVED

Involved are **certain** 2005-2010 model year Chevrolet Cobalt vehicles; 2005 model year Pontiac Pursuit; 2005-2006 model year Pontiac G4; 2006 model year Pontiac G5 Pursuit; and 2007-2010 model year Pontiac G5 vehicles equipped with electric power steering, and built within these VIN breakpoints:

Year	Division	Model	From	Through
2005	Chevrolet	Cobalt	57156809	57673463
2006	Chevrolet	Cobalt	67600001	67887446
2007	Chevrolet	Cobalt	77100001	77417714
2008	Chevrolet	Cobalt	87100001	87351547
2009	Chevrolet	Cobalt	97100001	97299845
2010	Chevrolet	Cobalt	A7100003	A7187115
2005	Pontiac	G4	57500017	57672197
2006	Pontiac	G4	67600107	67886423
2007	Pontiac	G5	77100002	77417707
2008	Pontiac	G5	87100006	87351546
2009	Pontiac	G5	97100018	97299842
2010	Pontiac	G5	A7100001	A7116703
2006	Pontiac	G5 Pursuit	67600030	67887269
2005	Pontiac	Pursuit	57157648	57673461

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Investigate Vehicle History link. Not all vehicles within the above breakpoints may be involved.

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 to US and Canadian dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

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

Important: An initial supply of motor kits required to complete this recall were pre-shipped to involved dealers of record. This pre-shipment took place the week of **March 15, 2010**. Parts required for this recall have been excluded from RIM. Additional dealer inventory should be obtained from General Motors Customer Care and Aftersales. 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.

Part Number	Description	Quantity/ Vehicle
20995579*, 19257875, 19257136*, or 19257876	Motor Kit, P/S Asst (contains motors assembly, grease packet, tie strap (clip), seal (o-ring)) Note: P/N 20995579, (pink paint dot) or 19257136 (green paint dot), received an oil slinger (cone-shaped item on shaft). Do NOT remove or damage the oil slinger during installation.	1

* A \$40 core charge has been added to this part.

SERVICE PROCEDURE

Note: For customers applying for reimbursement, check GWM to determine if the new power steering motor was installed.

- If the new motor was installed, no further action is required. Proceed to the Claim Information section.
- If the new motor was NOT installed, the vehicle requires motor replacement. Proceed to the repair instructions below.

EPS Motor Replacement Procedure

Note: The use of Loctite is no longer required. Loctite should not be used for any further applications.

1. Connect the Tech 2® to the vehicle and check for diagnostic trouble codes (DTCs).
2. Record any present DTCs on the repair order and during claim submission.
3. Clear any DTCs that are present.
4. Remove the power steering assist motor. Refer to *Power Steering Assist Motor Replacement* in SI.

Caution: Use caution when installing the new motor assembly to prevent damage to the components on the front of the motor assembly. When installing the new motor assembly, hold the motor assembly in vehicle position and finger-start and tighten the two bolts. Technicians must tighten the two power steering motor bolts evenly, alternating between the two bolts until proper torque is obtained. If the motor is not held in vehicle position and bolts are not finger-started and tightened properly, a noise or vibration may be induced into the steering column.

Note: For 2005 model year vehicles only: Do NOT install the o-ring between the motor assembly and the steering column assembly. The new service motor kit will include an o-ring, but **DO NOT** install the o-ring for 2005 model year vehicles only.

5. Install the new power steering assist motor. Refer to *Power Steering Assist Motor Replacement* in SI.
6. Perform Test Drive.

CUSTOMER REIMBURSEMENT – For GM US

All customer requests for reimbursement of previously paid repairs for the recall condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Customer Reimbursement Procedure and Claim Form is included with the customer letter.

IMPORTANT: (For GM US Only) Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

CUSTOMER REIMBURSEMENT – For Canada

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by October 31, 2011.

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of repair expense(s) that were not reimbursed, a description of the repair, and the person or entity performing the repair.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by GWM.

IMPORTANT: Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement verification.

FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

COURTESY TRANSPORTATION

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair. 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. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

CLAIM INFORMATION

1. Submit a claim using the table below.
2. Courtesy Transportation (not for Export use) - Submit as Net Item under the repair labor code.

Labor Code	Description	Labor Time	Net Item
V2220	Replace Power Steering Assist Motor (inc. inspection & Test Drive)	0.6	N/A
V2221	Customer Reimbursement – Vehicle Repaired WITH New Motor (PN 20930092), No Further Repairs Required (not for use by US GM dealers)	0.2	*
V2222	Customer Reimbursement – Vehicle NOT Repaired With New Motor (PN 20930092) – Recall Needs to be Performed (not for use by US GM dealers)	0.2	*
V2223	Floor Plan Reimbursement	N/A	**

* The amount identified in “Net Item” should represent the dollar amount reimbursed to the customer.

** The amount identified in “Net Item” should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (March 2, 2010) to the date the repair is completed and the vehicle is ready for sale (not to exceed 35 days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
Chevrolet Cobalt	\$2.08	\$ 2.94
Pontiac G5, G5 Pursuit, Pursuit	\$2.14	\$2.96

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.

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.



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 2005-2010 model year Chevrolet Cobalt vehicles; 2005 model year Pontiac Pursuit; 2005-2006 model year Pontiac G4; 2006 model year Pontiac G5 Pursuit; and 2007-2010 model year 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.
- 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.

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 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