



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 20, 2011

MS. CARMEN BENAVIDES  
DIRECTOR, PRODUCT INVESTIGATIONS  
AND SAFETY REGULATIONS  
GENERAL MOTORS LLC  
MAIL CODE: 480-210-2V1  
30001 VAN DYKE ROAD  
WARREN, MI 48090-9020

NVS-215dgl  
11V-591

SUBJECT: POWER STEERING

DEAR MS. BENAVIDES:

This letter serves to acknowledge General Motors LLC's (GM) notification to the National Highway Traffic Safety Administration (NHTSA) of a defect in the vehicles listed below for which a safety recall campaign will be conducted pursuant to Federal law.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
CHEVROLET/CAPTIVA/2011-2012

**NHTSA Campaign Number:** 11V-591

**Mfg's Report Date:** December 19, 2011

**Components:** STEERING: HYDRAULIC POWER ASSIST:

**Potential Number of Units Affected:** 3,150

**Summary:**

GENERAL MOTORS (GM) IS RECALLING CERTAIN MODEL YEAR 2011-2012 CHEVROLET CAPTIVA VEHICLES MANUFACTURED FROM OCTOBER 2, 2009, THROUGH APRIL 21, 2011. DRIVING THE VEHICLE WITH THE TRANSMISSION IN MANUAL MODE AND IN FIRST GEAR CAUSES THE ENGINE AND POWER STEERING PUMP TO OPERATE AT HIGHER SPEED THAN IS TYPICAL. INCREASED PUMP SPEED GENERATES HEAT THAT IS TRANSFERRED TO THE POWER STEERING FLUID AND CAN RESULT IN POWER STEERING FLUID TEMPERATURES THAT APPROACH THE POWER STEERING PUMP RESERVOIR'S MELTING POINT.

**Consequence:**

AFTER PROLONGED EXPOSURE TO ELEVATED FLUID TEMPERATURES, THE RESERVOIR MAY LEAK. LEAKING FLUID, IN THE PRESENCE OF AN IGNITION SOURCE, MAY RESULT IN A FIRE.

**Remedy:**

GM WILL NOTIFY OWNERS AND DEALERS WILL REPLACE THE POWER STEERING FLUID COOLER WITH AN IMPROVED VERSION, FREE OF CHARGE. AN ADVISORY LETTER TO CUSTOMERS, ALONG WITH INSTRUCTIONS, WILL BE MAILED IN JANUARY 2012. WHEN PARTS BECOME AVAILABLE, GM WILL SEND ANOTHER LETTER ASKING CUSTOMER TO TAKE THEIR VEHICLE TO A GM DEALER TO HAVE THE REPAIRS PERFORMED. GM ANTICIPATES PARTS WILL BE AVAILABLE IN MARCH 2012. OWNERS MAY CONTACT CHEVROLET AT 1-800-630-2438.

**Notes:**

GM'S SAFETY RECALL CAMPAIGN NUMBER IS 11333. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

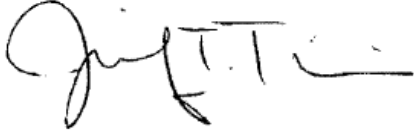
Please be reminded of the following requirements:

We have received GM's proposed advisory letter and it is currently under review. You will be notified of any changes or concerns once our review is complete. Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 1-202-366-9525, or by email at [Delia.Lopez@dot.gov](mailto:Delia.Lopez@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement