



December 19, 2011

11V591
(3 Pages)

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Recall Management Division (NVS-215)
1200 New Jersey Avenue, SE – Room W45-306
Washington, DC 20590

Dear Ms. Lewis:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors to conduct a safety related recall for certain 2011-2012 model year Chevrolet Captiva vehicles.

573.6(c)(1): Chevrolet Brand of General Motors Company

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2011-2012 model year Chevrolet Captiva vehicles. Driving with the transmission in manual mode (M) first gear for extended periods causes the engine and power steering pump to operate at higher RPM. If a customer inadvertently places the transmission shift selector in the "manual mode" after initial engine start, the transmission will remain in first gear unless the customer uses the "tap up" feature to shift to higher gears or shifts to drive (D). In first gear, the increased RPM of the power steering pump shaft generates heat that is transferred to the power steering fluid. Increasing the temperature of the power steering fluid, coupled with the relatively low vehicle speed, can result in power steering fluid temperatures that approach the power steering pump reservoir's melting point. After prolonged exposure to elevated fluid temperatures, the reservoir may leak. This may result in loss of power steering assist, thermal damage and, possibly, a fire if leaking power steering fluid contacts the catalytic converter.

573.6(c)(6): On September 20, 2011, a GM Product Investigations Engineer was assigned to determine the root cause of three reports of thermal incidents in Colombia, South America. In October 2011 GM Mexico and Milford Proving Ground drive evaluations with instrumented vehicles were completed and summarized and returned parts were analyzed. In early November 2011 a series of lab tests were conducted to quantify the performance of the power steering cooling system if the transmission was held in certain gears. The test data showed the current loop cooler does not cool the fluid sufficiently to prevent overheating when the vehicle is driven at higher speeds in manual mode (1st gear) for an extended period of time.



The issue was presented to the Field Performance Evaluation Review Committee and on December 15, 2011, the Executive Field Action Decision Committee decided to conduct a safety recall.

573.6(c)(8): Dealers are to replace the power steering fluid loop cooler with a brush cooler.

It is anticipated that GM will send an advisory letter to customers with the instructions from the vehicle's Owner Manual regarding the use of the Manual Mode in January 2012 since parts required for this recall will be not be available until March 2012. GM will provide the dealer bulletin and owner letter mail dates when available.

Pursuant to 577.11(e), GM does not plan to provide notice about reimbursement to owners because all involved vehicles are covered under the new vehicle warranty.

573.6(c)(10): GM will provide copies of the dealer bulletin and owner letter when available.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Carmen Benavides". The signature is written in a cursive style with a large, stylized "B" at the end.

M. Carmen Benavides, Director
Product Investigations and Safety Regulations

573.6(c)(2),(3),(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Chevrolet	F	2011	238	10/02/2009	04/21/2011	Captiva	*
Chevrolet	F	2012	2,912	10/02/2009	04/21/2011	Captiva	"
GM Total:			3,150				

* All involved vehicles will be corrected as necessary.

573.6(c)(2)(iv): Not applicable. This is a vehicle integration issue.

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