



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Power Steering System Overheat - Install New Power Steering Fluid Cooler

MODELS: 2011-2012 Chevrolet Captiva
Equipped with V6 Engine (LF1)

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 and 2012 model year Chevrolet Captiva vehicles equipped with a V6 engine (LF1). Driving 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. The increased pump speed generates heat that is transferred to the power steering fluid. Operating the vehicle with engine speed in excess of 4,000 RPM in manual mode, coupled with the relatively low vehicle speed, for an extended period of time, 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.

CORRECTION

Dealers are to install a new power steering fluid cooler.

VEHICLES INVOLVED

Involved are **certain** 2011 and 2012 model year Chevrolet Captiva vehicles equipped with a V6 engine (LF1).

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty system. Not all vehicles 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 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.

PART INFORMATION

U.S.: The power steering fluid cooler and the bolt are being shipped to involved service centers from the Warranty Parts Center (WPC). **Shipments began the week of January 16, 2012 at no-charge.** DO NOT ORDER THESE FROM GENERAL MOTORS CUSTOMER CARE AND AFTERSALES (GMCC&A). DO NOT CONTACT THE WPC FOR SHIPPING STATUS OR ADDITIONAL PARTS

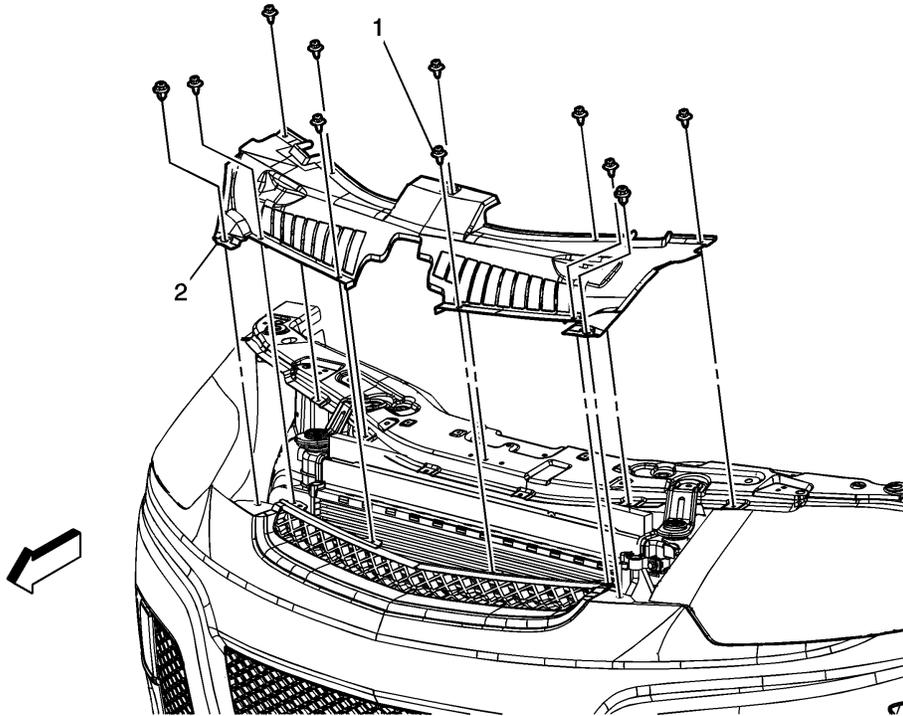
The transmission fluid required to complete this recall is to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Export: Parts required to complete this recall is to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. 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 |
|-------------|--|------------------|
| 22909430 | COOLER,P/S FLUID | 1 |
| 11519385 | BOLT,HEX HD, W/CON WA,M6X1X33,23.37 | 1 |
| 88861037 | FLUID ,A/TRANS (DEXRON VI) | 2 |
| NPN | TIE STRAP (4.7 mm wide x 200 mm long, 225N tensile strength) | 1 |

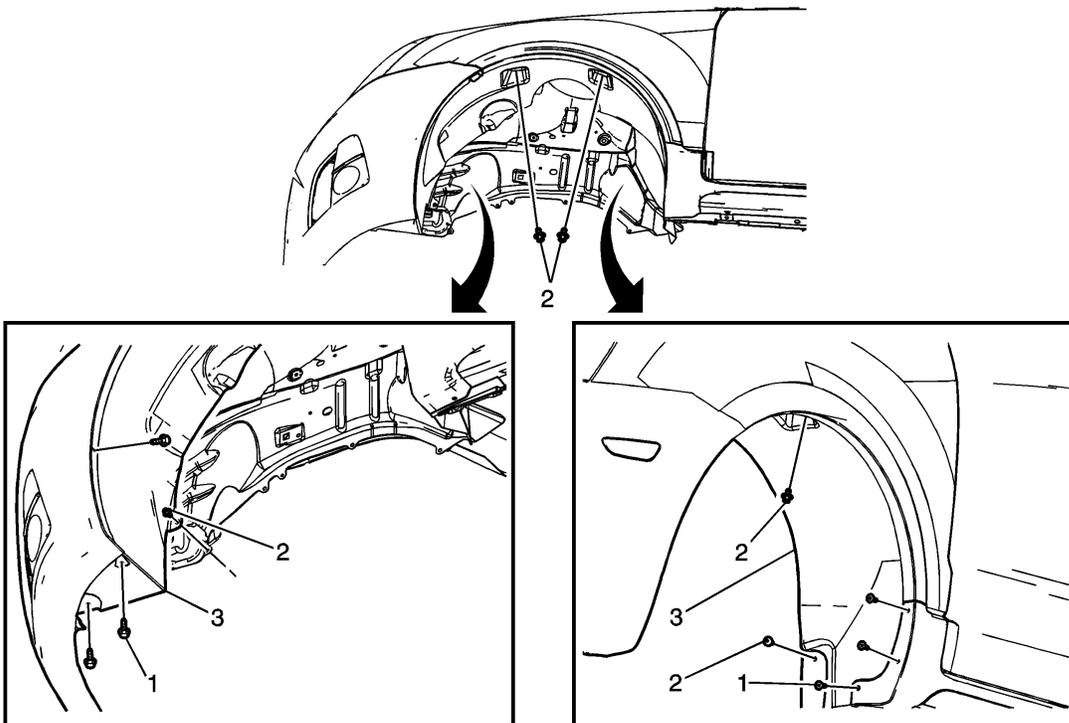
SERVICE PROCEDURE

1. Place drain pans under the vehicle
2. Remove the oil fill cap, fastener and intake manifold cover.
3. Remove as much power steering fluid from the upper power steering fluid reservoir as possible.
4. Raise and support the vehicle.
5. Remove the front bumper fascia.



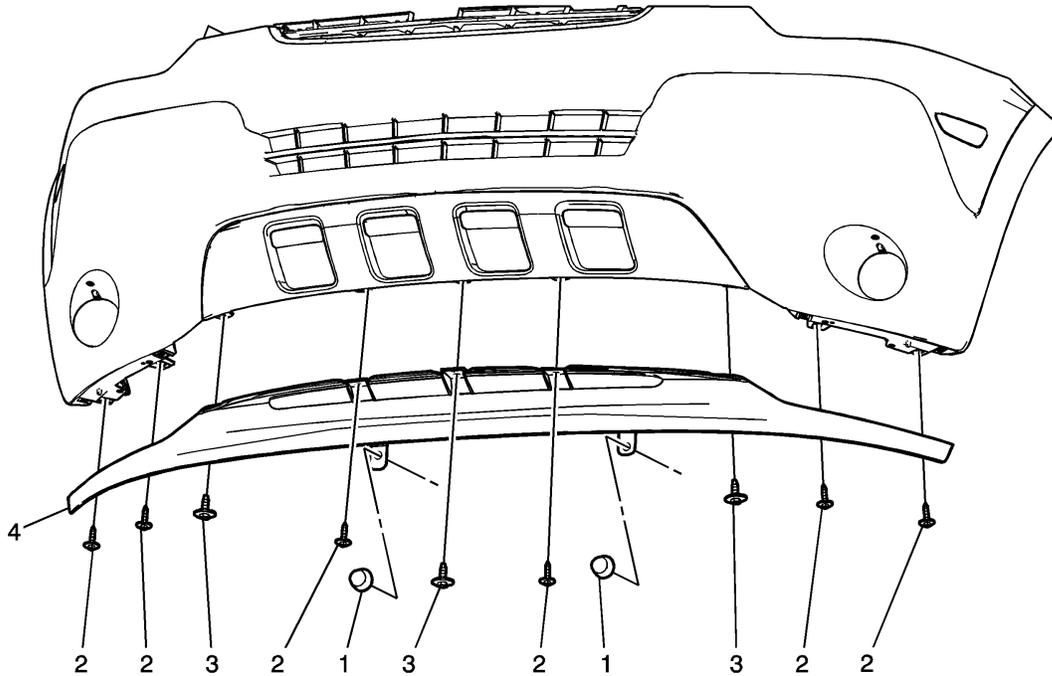
1862371

- 5.1 Remove the radiator opening upper cover retainers (1) and cover (2).
- 5.2 Remove the front tire and wheel assemblies.



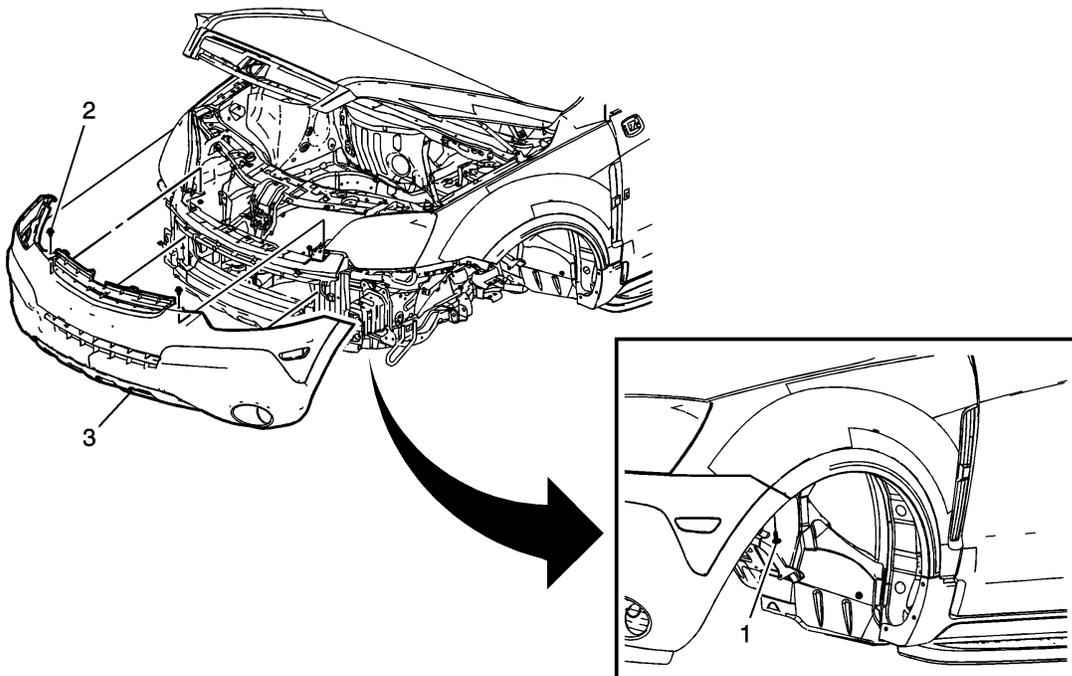
1868866

- 5.3 Remove the driver side front wheelhouse liner screws (1), retainers (2) and liner (3) from the vehicle.
- 5.4 Remove the passenger side front wheelhouse liner screws, retainers and liner from the vehicle.



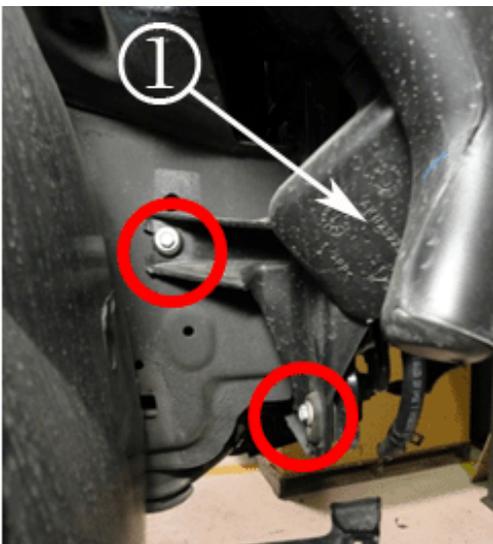
2015954

5.5 Remove the retainers (1) and screws (3) attaching the front bumper air deflector (4) to the body. The remaining screws (2) do not need to be removed for fascia removal.



1868396

5.6 Remove the front bumper fascia bolts (1), retainers (2) and fascia (3) from the vehicle.



2755078

6. Remove the air cleaner resonator assembly (1).



2755081

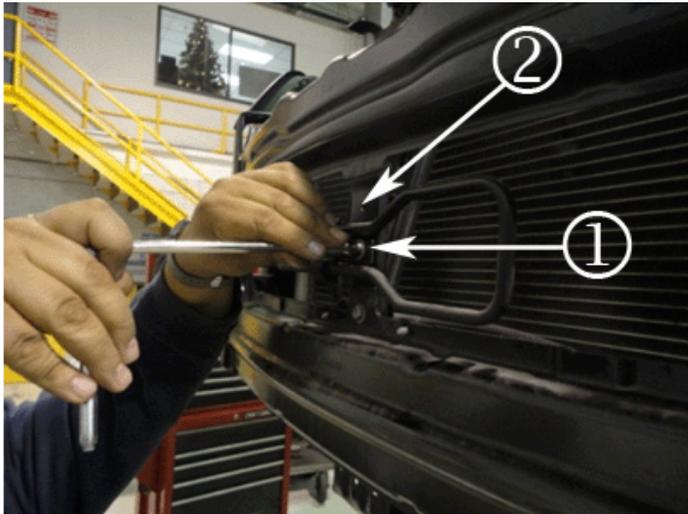


2755208



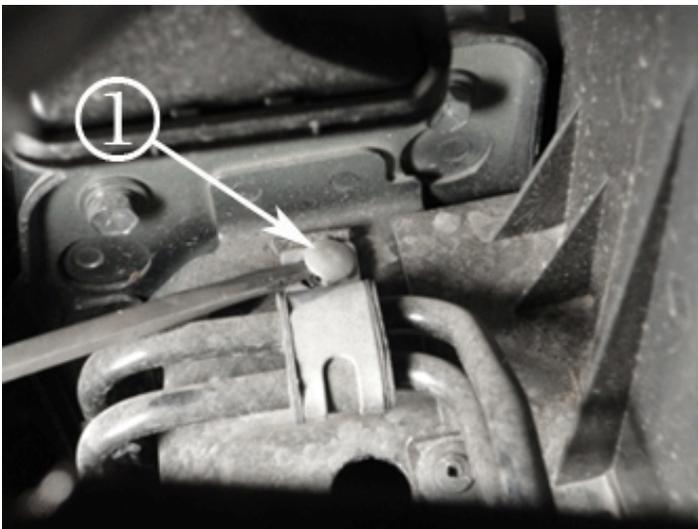
2755212

7. Remove the 2 retainers from the front end guard (1) and move rearwards to increase clearance to remove the power steering loop cooler.



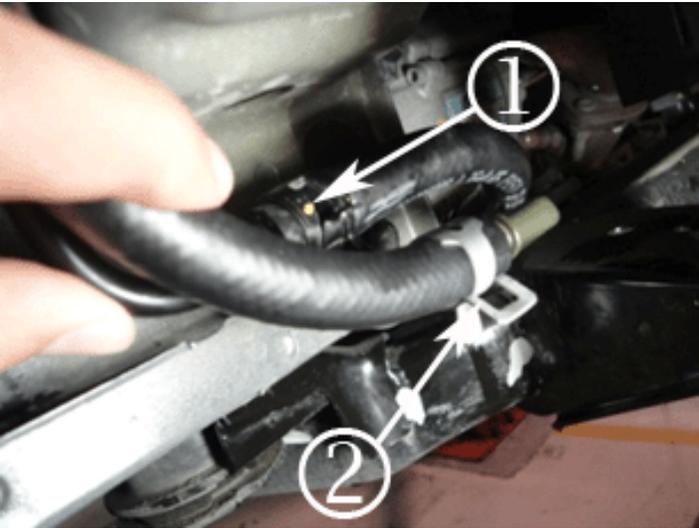
2755213

8. Remove the power steering loop cooler bolt (1) from the bracket (2).



2755215

9. Disconnect the power steering loop cooler clip (1) from the bracket.



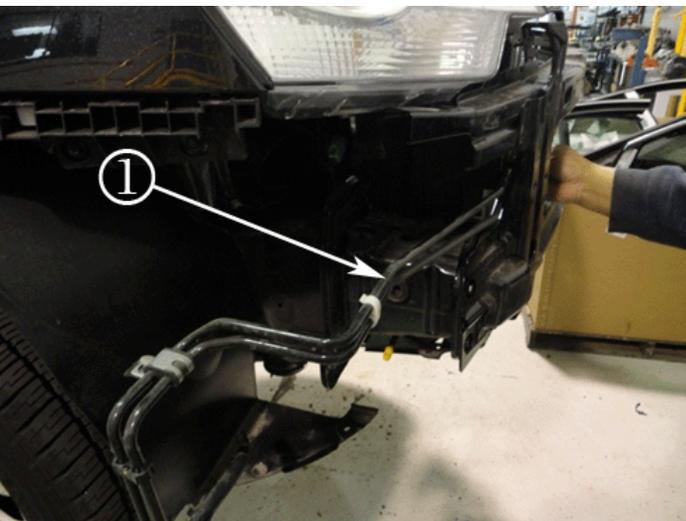
2755218

- 10. Remove the clamp (1) from the power steering return line.
- 11. Remove the clamp (2) from the power steering loop cooler.



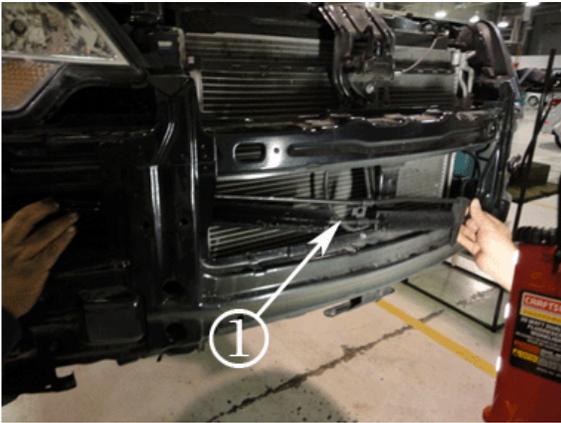
2766221

- 12. Remove the wiring harness push pin (1) from the tie bar.

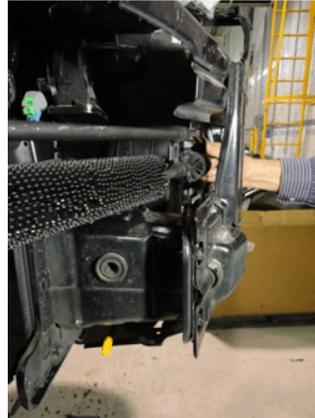


2755223

- 13. Remove the power steering loop cooler (1) from the vehicle.

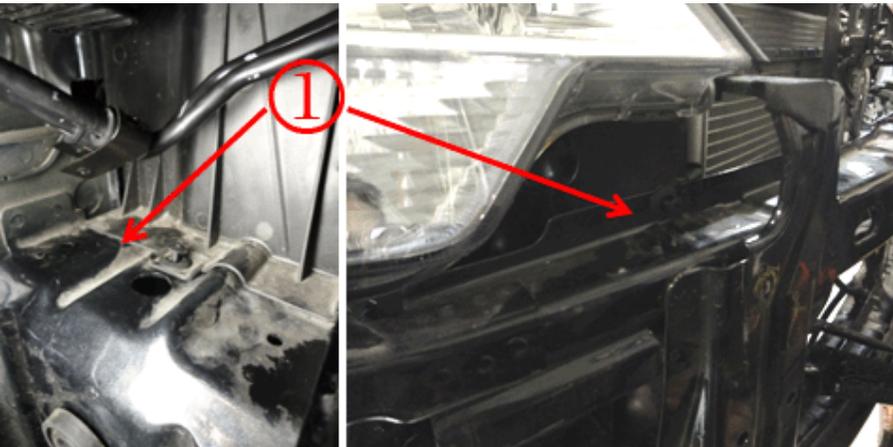


2755226



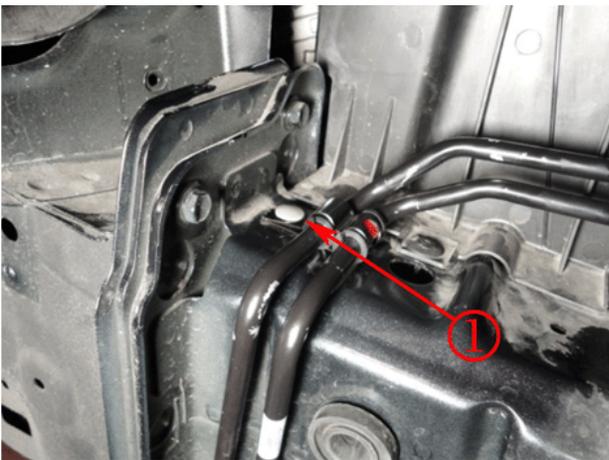
2755228

14. Position the power steering brush (1) cooler in the vehicle.



2755229

15. Reinstall the 2 retainers to the front end guard (1).



2755232

16. Connect the power steering brush cooler clip (1) to the bracket.



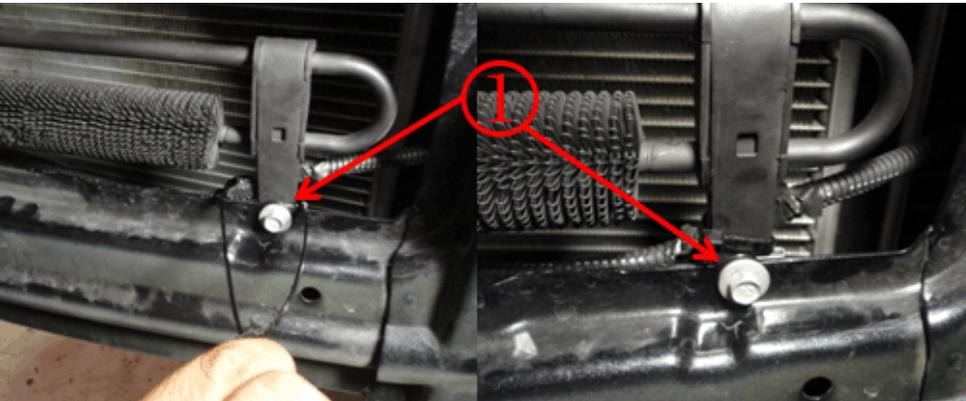
2755235

- 17. Reinstall the power steering loop cooler bolt (1) to the front bumper impact bar support. Tighten the bolt to 9 Nm (80 lb in).



2755236

- 18. Install the driver side steering brush cooler bolt (1) to the bumper impact bar support. Tighten the bolt to 9 Nm (80 lb in).



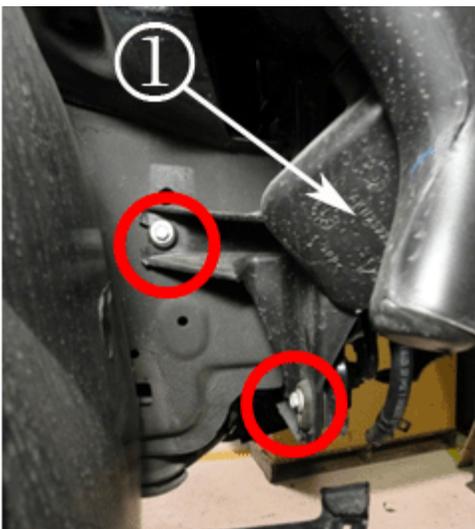
2755237

- 19. Secure the wiring harness with a tie strap to the steering brush cooler driver side bracket (1).
- 20. Reconnect the power steering brush cooler hose (2) to the return line.



2755218

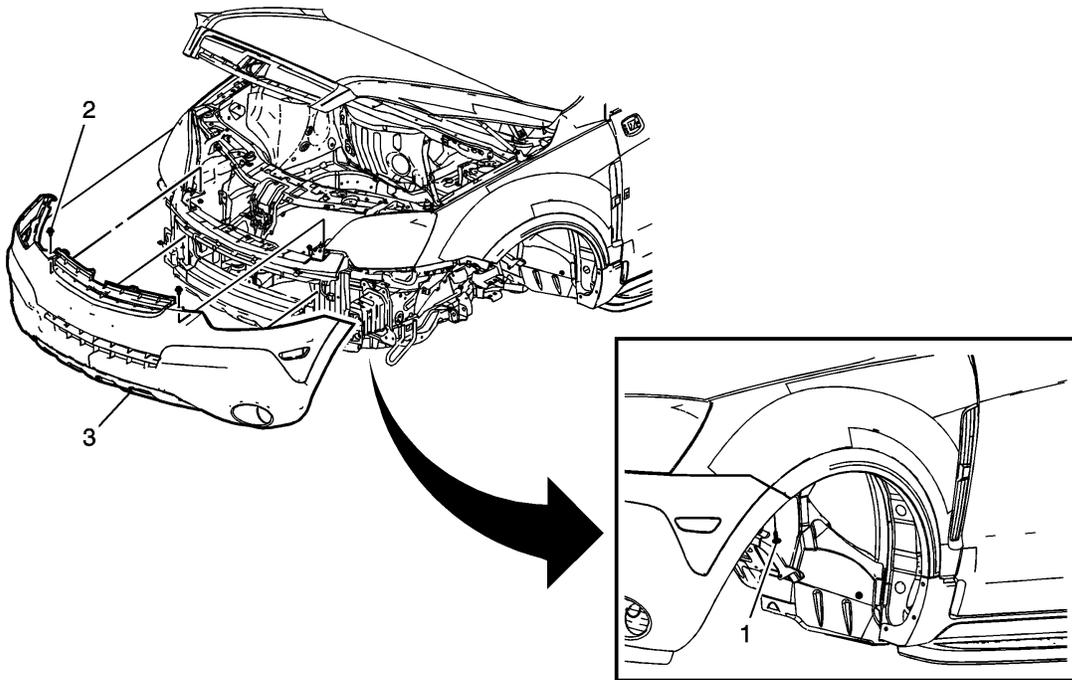
21. Reconnect the return line hose (1) to the power steering brush cooler.



2755078

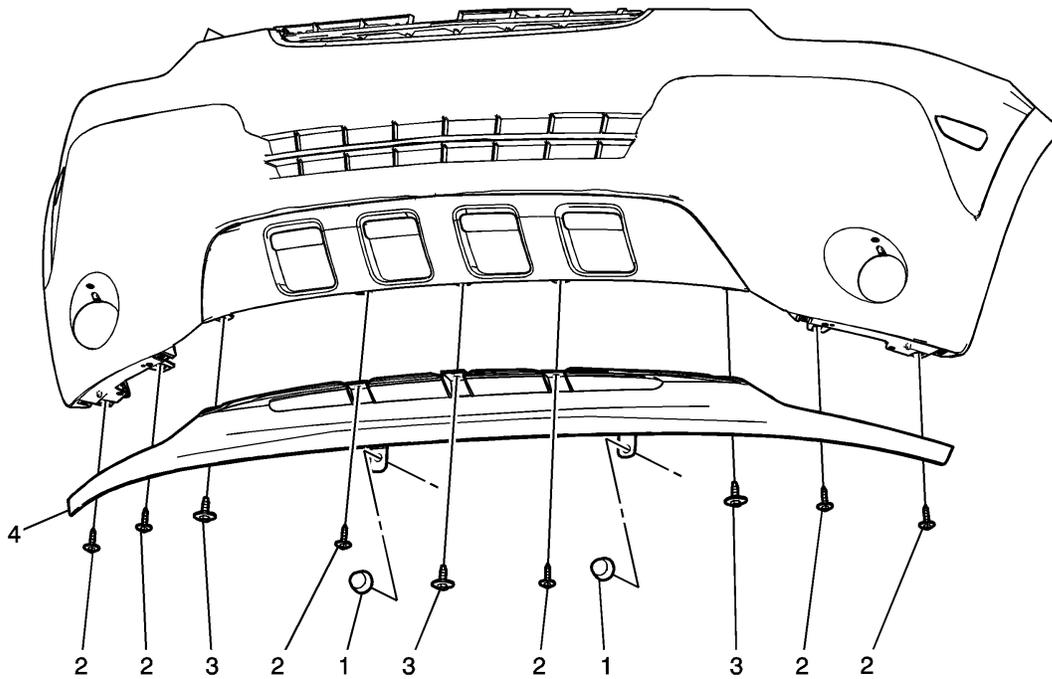
22. Reinstall the air cleaner resonator assembly (1).

23. Install the front bumper fascia.



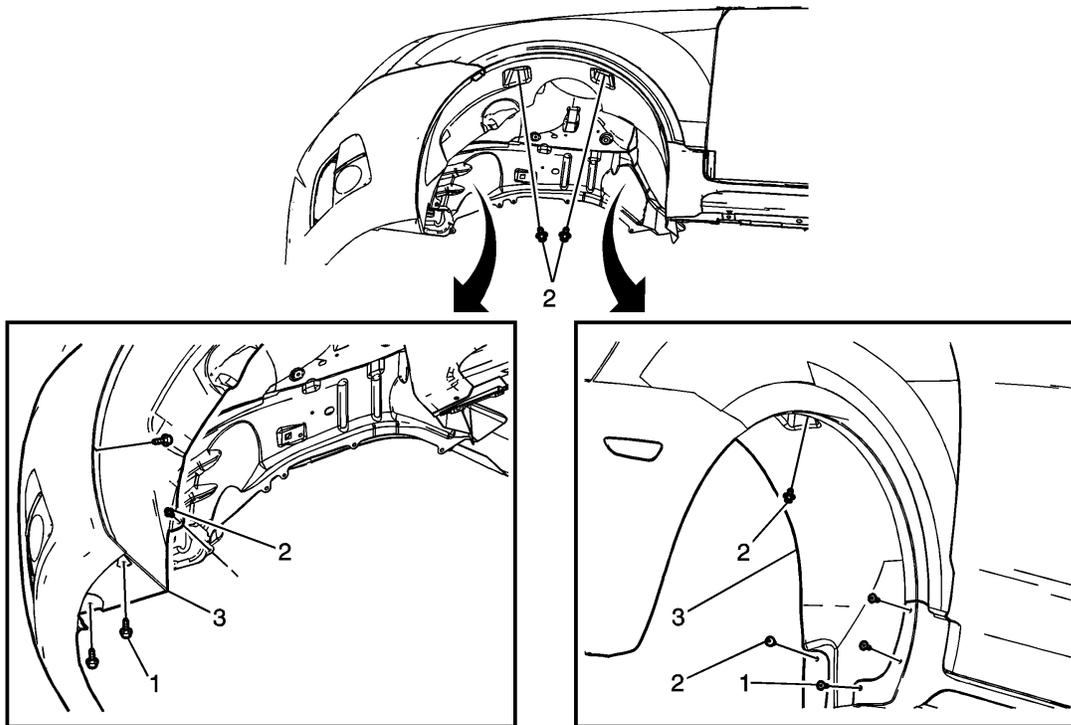
1868396

23.1 Install the front bumper fascia (3), retainers (2), and bolts (1). Tighten the bolts to 10 Nm (89 lb in).



2015954

23.2 Install the retainers (1) and screws (3) attaching the front bumper air deflector (4) to the body. Tighten the screws to 2 Nm (18 lb in).

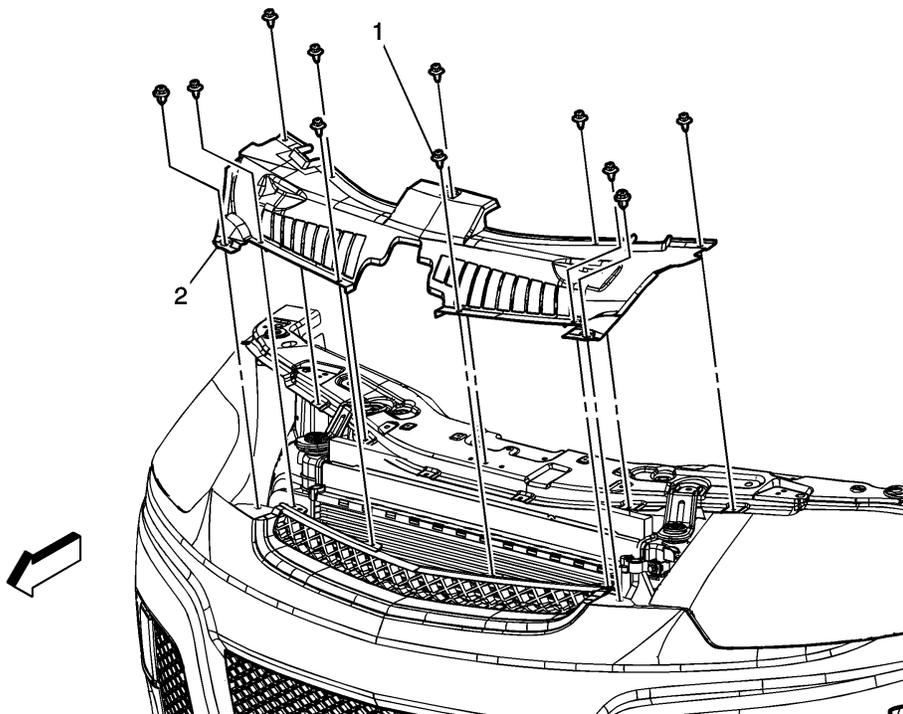


1868866

23.3 Install the driver side front wheelhouse liner (3), screws (1) and retainers (2). Tighten the screws to 2.5 Nm (22 lb in).

23.4 Install the passenger side front wheelhouse liner, screws and retainers. Tighten the screws to 2.5 Nm (22 lb in).

23.5 Install the front tire and wheel assemblies.



1862371

23.6 Install the radiator opening upper cover (2) and retainers (1).

24. Lower the vehicle until the front wheels are just off the ground.
25. Fill and bleed the power steering system with DEXRON®-VI Automatic Transmission Fluid.

Important: Fluid level must be maintained throughout bleed procedure.

- 25.1 Fill pump reservoir with fluid to minimum system level, FULL COLD level, or middle of hash mark on cap stick fluid level indicator.
 - 25.2 Key on engine OFF, turn the steering wheel from stop to stop 12 times.
 - 25.3 Verify power steering fluid level.
 - 25.4 Start the engine. Rotate steering wheel from left to right. Check for sign of cavitation or fluid aeration (pump noise/whining).
 - 25.5 Verify the fluid level. Repeat the bleed procedure, if necessary.
26. Clean any excess power steering fluid from vehicle.
 27. Remove the drain pans.
 28. Install the intake manifold cover, fastener and oil fill cap.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

| Labor Code | Description | Labor Time |
|------------|-----------------------------------|------------|
| V2529 | Install Power Steering Cooler Asm | 1.2 |

CUSTOMER NOTIFICATION – For US

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

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.

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.



January 2012

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, which relates to motor vehicle safety, exists in certain 2011 and 2012 model year Chevrolet Captiva vehicle. 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.

I M P O R T A N T

- Your vehicle is involved in safety recall 11333.
- Schedule an appointment with your GM service center.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Driving 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. The increased pump speed generates heat that is transferred to the power steering fluid. Operating the vehicle with engine speed in excess of 4,000 RPM in manual mode, coupled with the relatively low vehicle speed, for an extended period of time, 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. Leaking fluid, in the presence of an ignition source, may result in a fire.

What will we do?

Your GM service center will install a new power steering fluid cooler. Parts for this repair will be available at your GM service center January 30, 2012. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your vehicle will be required longer than the actual service correction time of approximately 1 hour and 15 minutes.

What should you do?

You should contact your GM service center as soon as possible and schedule an appointment to **have your vehicle serviced on or after January 30, 2012**.

Please follow the instructions shown in your vehicle's Owner Manual when using the "M" or manual mode. For your convenience, a copy of these instructions can be found on the reverse side of this letter. We also recommend that you upshift regularly to avoid driving in manual mode and first gear for more than 5 minutes at an engine speed of 4,000 RPM or more.

If after contacting your service 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>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 11V591.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney
General Director,
Customer and Relationship Services

GM Recall #11333

Manual Mode
Manual Shift Mode (MSM)
(Automatic Transmission)

To use this feature, do the following:

1. Move the shift lever from D (Drive) rearward to M (Manual).
The transmission will downshift to a lower gear and the instrument panel will display the gear range selected.
When coming to a stop in the manual position, the vehicle will automatically shift to 1 (First) gear.
2. Press the plus (+) button to upshift or the minus (-) button to downshift.

While using the MSM feature the vehicle will have sportier performance. You can use this when driving hilly roads to stay in gear longer or to downshift for more power or engine braking. The transmission will only allow you to shift into a gear range appropriate for the vehicle speed.

- The transmission will not automatically shift to the next higher gear range without pressing the button on the shifter handle.
- The transmission will not allow shifting to the next lower gear if the vehicle speed is too high.

If the vehicle does not respond to a gear change, or detects a problem with the transmission, the range of gears may be reduced and the Malfunction Indicator Lamp will come on.

