

June 2012

Dear General Motors Customer:

As the owner of a 2004-2007 model year Saturn ION vehicle, equipped with electric power steering, your satisfaction with our product is very important to us. Previously, you may have received a letter from GM extending the warranty coverage on your vehicle for the power steering assist control module. This letter is being sent to inform you that we have extended that coverage. Details of this warranty coverage extension are provided below.

Some 2004-2007 model year Saturn ION vehicles, equipped with electric power steering, may have a condition where 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 be heard and the Message Center will display a "PWR STR" warning message. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped. Typically, the next time the vehicle is started, the power steering assist will return and the "PWR STR" message would no longer be displayed.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the power steering assist control module. If this condition occurs on your 2004-2007 model year Saturn ION vehicle within 10 years of the date your vehicle was originally placed in service or 150,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by June 30, 2013.

If you have any questions or need any assistance to better understand related repairs, please contact your dealer. If you have questions related to a potential reimbursement, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Saturn	1-800-972-8876	1-800-833-6000
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	

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Jim Moloney  
General Director,  
Customer and Relationship Services

Enclosure  
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