



# Service Bulletin



## SPECIAL COVERAGE

**SUBJECT: Special Coverage Adjustment – Power Steering Assist**

**MODELS: 2004-2007 Saturn ION  
U.S. Vehicles Only**

The mileage limit for this special coverage has been extended to 150,000 miles. Please discard all copies of bulletin 10187, issued July 2010.

### CONDITION

Some customers of 2004-2007 model year Saturn ION vehicles, equipped with electric power steering, may experience a sudden loss of power steering assist, which 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.

### SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 150,000 miles, whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the power steering motor. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after July 21, 2010, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to July 21, 2010, must be submitted to the Service Contract provider.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

**PARTS INFORMATION**

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

Part Number	Description	Quantity/Vehicle
20995579*	Motor Kit, P/S Asst	1

\* Part numbers 19257875 or 19257876 can also be used.

**CUSTOMER NOTIFICATION**

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

**SERVICE PROCEDURE**

1. Remove the power steering assist motor. Refer to *Power Steering Assist Motor Replacement* in SI.
2. Install the new power steering assist motor. Refer to *Power Steering Assist Motor Replacement* in SI.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
T5783	Replace Power Steering Motor Control Module	0.5	N/A
T5784	Customer Reimbursement (not for use by US GM dealers)	0.2	*

\* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

**CUSTOMER REIMBURSEMENT**

All customer requests for reimbursement for previous repairs for the special coverage 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:** Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

**COURTESY TRANSPORTATION**

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. 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.



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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