



Service Bulletin



SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Power Steering Assist

MODELS: 2005-2006 Chevrolet Malibu, Malibu Maxx
2008 Chevrolet Malibu, Malibu Maxx
2005-2006 Pontiac G6
2008 Pontiac G6
2008 Saturn AURA

The mileage limit for this special coverage has been extended to 150,000 miles (240,000 km). Please discard all copies of bulletin 10183, issued July 2010.

CONDITION

Some customers of 2005-2006 model year Chevrolet Malibu, Malibu Maxx; Pontiac G6 vehicles, and 2008 model year Chevrolet Malibu, Malibu Maxx; Pontiac G6; and Saturn AURA vehicles equipped with electric power steering may experience a loss of power steering assist caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the Driver Information Center will display a "Power Steering" warning message. On some vehicles, the Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

On 2005 & 2006 model year vehicles, dealers are to replace the steering column. On 2008 model year vehicles, dealers are to replace the power steering motor control module. 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
25933396	Column, Strg (2005-2006 MY)	1
20876912	Module, Elek P/S Mot Cont (2008 MY)	1

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**Steering Column Replacement – 2005 and 2006 model year vehicles**

1. Remove the steering column. Refer to *Steering Column Replacement* in SI.
2. Transfer the power steering motor control module to the new steering column.
3. Install the new steering column. Refer to *Steering Column Replacement* in SI.

Electric Power Steering Motor Control Module Replacement – 2008 model year vehicles

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
T5780	Replace Steering Column (2005 & 2006 MY) <ul style="list-style-type: none"> Malibu, Malibu Maxx Add: Adjustable power pedals	1.1 0.2	N/A
	<ul style="list-style-type: none"> G6 Add: Adjustable power pedals	1.5 0.2	
T5781	Replace Power Steering Motor Control Module (2008 MY)	0.6	N/A
T5782	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 - For US

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.

CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by June 30, 2013. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 240,000 km, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

If the work was done by someone other than a GM dealership, the amount of reimbursement will be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.

COURTESY TRANSPORTATION – For US and Canada

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 2005-2006 model year Chevrolet Malibu, Malibu Maxx; Pontiac G6 vehicle, or 2008 model year Chevrolet Malibu, Malibu Maxx; Pontiac G6; or Saturn AURA 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 loss of power steering assist caused by electrical input signals within the steering column assembly. This letter is being sent to inform you that we have extended that coverage. Details of this warranty coverage extension are provided below.

Some 2005-2006 model year Chevrolet Malibu, Malibu Maxx; Pontiac G6 vehicles, and 2008 model year Chevrolet Malibu, Malibu Maxx; Pontiac G6; and Saturn AURA vehicles, equipped with electric power steering, may have a condition where there is a loss of power steering assist caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the Driver Information Center will display a "Power Steering" warning message. On some vehicles, the Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

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 loss power steering assist caused by electrical input signals within the steering column assembly. If this condition occurs on your 2005-2006 model year Chevrolet Malibu, Malibu Maxx; Pontiac G6 vehicle, or 2008 model year Chevrolet Malibu, Malibu Maxx; Pontiac G6; or Saturn AURA vehicle within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), 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)
Chevrolet	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
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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