

Dear General Motors Customer:

We have learned that your 2005 or 2006 model year Pontiac Grand Prix or 2006 model year Chevrolet Impala or Monte Carlo, may have a condition in which the power steering cooler line may leak or split. If this were to occur, you would likely notice fluid spotting under the vehicle when the vehicle is parked and a decrease in the power steering assist. If enough fluid were lost, damage to the power steering pump could occur.

Your satisfaction with your 2005 or 2006 model year Pontiac Grand Prix or 2006 model year Chevrolet Impala or Monte Carlo is very important to us, so we are announcing a program to prevent this condition.

**What We Will Do:** Your GM dealer will replace the power steering cooler line on your vehicle. This service will be performed for you at **no charge until February 28, 2011**.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

**Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for this condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by February 28, 2011. Because you have already had the hose replaced, you do not need to take your vehicle to your dealer for this repair.

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
GMC	1-866-996-9463	1-800-462-8583
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 sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Scott Lawson  
Director,  
Customer and Relationship Services

Enclosure  
09132