



Service Bulletin



SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Electric Power Steering Assist

**MODELS: 2006-2009 Chevrolet HHR (non-turbo)
2003 Saturn ION
Equipped with Electric Power Steering**

CONDITION

Some 2006-2009 model year Chevrolet HHR (non-turbo) and 2003 model year Saturn ION vehicles equipped with electric power steering may experience a sudden loss of power steering assist that could occur at any time while driving. If the power steering assist is lost, a message is displayed on the Driver Information Center and a chime sounds to inform the driver. Steering control can be maintained, as the vehicle will revert to a manual steering mode, but would require greater driver effort at low vehicle speeds, which could result in an increased risk of a crash.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for the life of the vehicle, 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 October 9, 2014 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 October 9, 2014 must be submitted to the Service Contract provider.

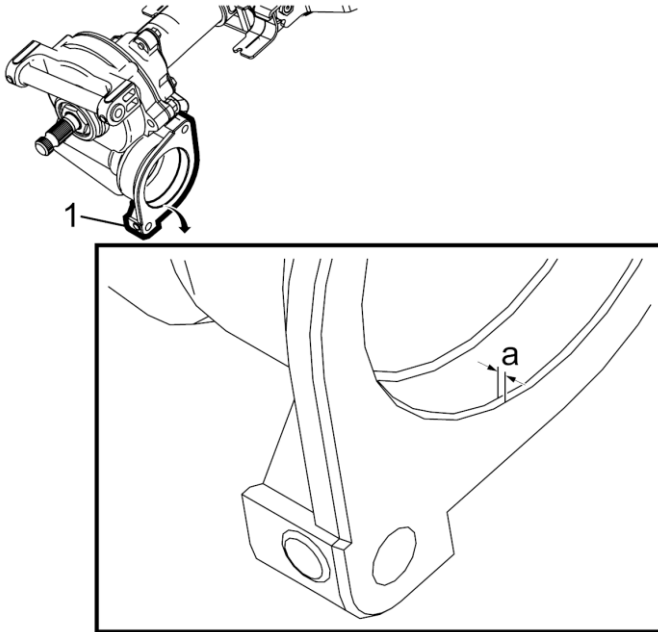
VEHICLES INVOLVED

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.

PART 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
19257875	MOTOR KIT, P/S ASST	1

SERVICE PROCEDURE**Power Steering Assist Motor Housing Inspection -- All Vehicles Except Chevrolet HHR**

Caution: Do not install a seal on a "first design" steering motor. Installing a seal on a "first design" steering motor may damage the steering motor which may result in loss of assist steering. A seal is only required on a "second design" steering motor – the motor with the larger chamfer.

Before installing the power steering assist motor, inspect the power steering assist motor housing (1) to verify the steering column design:

- *First Design:* If the chamfer (a) is **1 mm (0.04 in)** and **30 degrees** then the steering column is the first design and a power steering assist motor O-ring seal is **NOT** needed.
- *Second Design:* If the chamfer (a) is **2.7 mm (0.11 in)** and **45 degrees** then the steering column is the second design and a **NEW** power steering assist motor O-ring seal **IS** needed.

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.

CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by January 31, 2016, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

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

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For 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 January 31, 2016.

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.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZREG transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9900030	Replace Power Steering Assist Motor	0.5	N/A
9900031	Customer Reimbursement Approved*	0.2	**
9900032	Customer Reimbursement Denied* - For US dealers only	0.1	N/A

* The service procedure must also be performed on the vehicle. Submit the customer reimbursement warranty transaction prior to submitting the repair transaction. Failure to do so will result in rejection of the repair warranty transaction.

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

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles.



GM CUSTOMER CARE AND AFTERSALES
DCS3392
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 9, 2014

Subject: 14119 – Special Coverage Adjustment
Electric Power Steering Assist

Models: 2006-09 Chevrolet HHR (non-turbo), and 2003 Saturn ION
Equipped with Electric Power Steering

To: All GM Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, Used Vehicle Sales Manager,
and Warranty Administrator

General Motors is releasing Special Coverage Adjustment 14119 today. The total number of U.S. vehicles involved is approximately 405,000. Please see the attached bulletin for details.

Customer Letter Mailing

Due to part availability, the customer letter mailing will begin in the first quarter of 2015.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated October 9 thru October 14, 2014.

Campaign Initiation Detail Report (CIDR)

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES