

March 2015

Dear General Motors Customer:

As the owner of a 2004 or 2005 model year Chevrolet Malibu, Malibu Maxx or 2005 model year Pontiac G6 your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2004 and 2005 model year Chevrolet Malibu, Malibu Maxx or 2005 model year Pontiac G6 vehicles may have a condition where the vehicle was built without a steering gear umbrella seal. Without the seal, water and dirt may enter the system and could cause the rack and pinion parts to corrode. If corrosion exists, the “feel” of the steering wheel will be loose. If the system is not serviced when the parts become loose to the feel, the parts could fail, resulting in the steering wheel spinning freely.

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 condition described above. If this condition occurs on your 2004 or 2005 Chevrolet Malibu during the first 150,000 miles (240,000 km), regardless of time, 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: If you believe that your vehicle has the condition described above, 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: If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by March 31, 2016, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
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.

Alicia S. Boler-Davis
Sr. Vice President
Global Quality & Customer Experience

Enclosure
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