



Service Bulletin

SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Front Lower Control Arm Ball Joint

MODELS: 2008-2009 Pontiac G8

CONDITION

On some 2008-2009 model year Pontiac G8 vehicles, the boots on the front-lower-control-arms can become rigid in cold weather, which can allow water to enter the joint and corrode the surface of the ball joint. If this condition occurs, a loud metallic rattle can be heard from the front suspension when driving on rough road surfaces.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to inspect the front lower control arm ball joints for free-play and replace the control arms as required. 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 29, 2015, 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 29, 2015, 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 (GMCCA).

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which part to order.

Part Number	Description	Quantity/Vehicle
92253411	LEFT - ARM, FRT LWR CONT FRT	1
92253412	RIGHT - ARM, FRT LWR CONT FRT	1
92250640	RIGHT - ARM, FRT LWR CONT RR	1
92250641	LEFT - ARM, FRT LWR CONT RR	1
92139183	BOLT, FRT LWR CONT ARM FR	2
11609283	NUT, FRT LWR CONT ARM RR	2
92139218	BOLT, FRT LWR CONT ARM RR	2

SERVICE PROCEDURE

- Verify the condition of the four front lower control arm ball joints. If the ball joints display free-play, replace the control arms as required (the ball joints are integral with the control arm assemblies). Refer to the appropriate diagnostic information in SI.
 - If the control arms do NOT require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
 - If the control arms do require replacement, refer to *Control Arm Replacement and/or Front Lower Control Front Arm 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 August 31, 2016, unless otherwise specified by state law. If this is not convenient for the customer, the customer may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 120,000 miles, whichever occurs first.

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 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 August 31, 2016. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 193,000 kilometers, 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.

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
9900224	Suspension - Customer Concern Not Duplicated	0.1-0.3	N/A
9900227	Replace One Front Suspension Lower Control Arm Add: For Each Additional Front Suspension Lower Control Arm	1.2* 0.3	N/A
9900225	Customer Reimbursement Approved	0.2	**
9900226	Customer Reimbursement Denied - For US dealers only	0.1	N/A

Note: To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

* Base labor time includes front end alignment.

** 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 (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



August 2015

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2008-2009 model year Pontiac G8, your satisfaction with our product is very important to us.

This letter is intended to make you aware that, on some 2008-2009 model year Pontiac G8 vehicles, the boots on the front-lower-control-arms can become rigid in cold weather, which can allow water to enter the joint and corrode the surface of the ball joint. If this condition occurs, a loud metallic rattle can be heard from the front suspension when driving on rough road surfaces.

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 2008-2009 model year Pontiac G8 within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 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: 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 August 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)
Pontiac	1-800-762-2737	1-800-833-7668
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.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
15289

GM CUSTOMER CARE AND AFTERSALES
DCS3725
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 29, 2015

Subject: 15289 – Special Coverage Adjustment
Front Lower Control Arm Ball Joint

Models: 2008-2009 Pontiac G8

To: All Pontiac Dealers

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

General Motors is releasing Special Coverage Adjustment 15289 today. The total number of U.S. vehicles involved is approximately 41,300. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin mid to late August, 2015.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated July 30, 2015.

Campaign Initiation Detail Report (CIDR)

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES