

## Safety Issue Type: Recalls

**March 31 2014** NHTSA Campaign Number: 14V153000

### Sudden Loss of Electric Power Steering

If power steering assist is lost, greater driver effort would be required to steer the vehicle at low speeds, increasing the risk of a crash.

**NHTSA Campaign Number** 14V153000

**Manufacturer** General Motors LLC

**Components** STEERING

**Potential Number of Units Affected** 1373177

#### Summary

General Motors LLC (GM) is recalling certain model year 2004-2006 and 2008-2009 Chevrolet Malibu, 2004-2006 Malibu Maxx, 2009-2010 HHR (non-turbo), 2010 Cobalt, 2008-2009 Saturn Aura and 2004-2007 Ion, and 2005-2009 Pontiac G6. In the affected vehicles, there may be a sudden loss of electric power steering (EPS) assist that could occur at any time while driving.

#### Remedy

GM will notify owners, and dealers will perform one of four bulletins. Parts are not currently available. GM expects to send an interim notification around May 28, 2014. When parts are available, owners will be mailed a second letter to come in to have the applicable bulletin applied. Bulletin 14115 covers model year 2004-2007 Saturn Ion, 2009-2010 Chevrolet HHR and 2010 Chevrolet Cobalts. Dealers will replace the EPS motor. Bulletin 14116 covers model year 2004-2006 Chevrolet Malibu and Malibu Maxx, 2005-2006 Pontiac G6 and 2008-2009 Chevrolet Malibu, Pontiac G6 and Saturn Aura built from March 1, 2008, through June 27, 2008. Dealers will replace the torque sensor assembly. Bulletin 14117 covers model year 2008 Chevrolet Malibu, Pontiac G6 and Saturn Aura built from February 1, 2008, through February 28, 2008. Dealers will replace the torque sensor assembly and EPS motor controller unit. Bulletin 14118 covers model year 2008 Chevrolet Malibu, Pontiac G6 and Saturn Aura built from October 1, 2007, through January 31, 2008. Dealers will replace the EPS motor controller unit. The recall began on July 17, 2014. Owners may contact Chevrolet at 1-800-630-2438, Saturn at 1-800-553-6000, and Pontiac at 1-800-620-7668. GM's number for this recall is N140115. Note: GM bulletin number 14119 will be implemented for model year 2006-2008 and early production of 2009 Chevrolet HHR (non-turbo) and model year 2003 Saturn ION to provide EPS Motor replacement for the life of the vehicle.

#### Notes

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

### Affected Products (21)

#### Vehicle

MAKE	MODEL	YEAR
CHEVROLET	COBALT	2010
CHEVROLET	HHR	2009-2010
CHEVROLET	MALIBU	2004-2006, 2008-2009

CHEVROLET	MALIBU MAXX	2004-2006
PONTIAC	G6	2005-2006, 2008-2009
SATURN	AURA	2008-2009
SATURN	ION	2004-2007

## Associated Documents (54)

Manufacturer Notices(to Dealers,etc)

**RCMN-14V153-4506.pdf** 156.65KB

<https://static.nhtsa.gov/odi/rcl/2014/RCMN-14V153-4506.pdf>

Owner Notification Letter(Part 577)

**RCONL-14V153-0123.pdf** 163.554KB

<https://static.nhtsa.gov/odi/rcl/2014/RCONL-14V153-0123.pdf>

Manufacturer Notices(to Dealers,etc)

**RCMN-14V153-8831.pdf** 150.123KB

<https://static.nhtsa.gov/odi/rcl/2014/RCMN-14V153-8831.pdf>

Owner Notification Letter(Part 577)- Suspect parts installed under safety recall 10023

**RCONL-14V153-1234.pdf** 161.516KB

<https://static.nhtsa.gov/odi/rcl/2014/RCONL-14V153-1234.pdf>

Owner Notification Letter(Part 577)- Vehicles involved in special coverage 10187 but never repaired

**RCONL-14V153-1235.pdf** 161.689KB

<https://static.nhtsa.gov/odi/rcl/2014/RCONL-14V153-1235.pdf>

Owner Notification Letter(Part 577)- 1st time – never involved in prior field actions

**RCONL-14V153-1236.pdf** 200.816KB

<https://static.nhtsa.gov/odi/rcl/2014/RCONL-14V153-1236.pdf>

Owner Notification Letter(Part 577)- Vehicles involved in special coverage 10183 but never repaired

**RCONL-14V153-1237.pdf** 161.76KB

<https://static.nhtsa.gov/odi/rcl/2014/RCONL-14V153-1237.pdf>

Owner Notification Letter(Part 577)- 1st time – never involved in prior field actions

**RCONL-14V153-1238.pdf** 201.591KB

<https://static.nhtsa.gov/odi/rcl/2014/RCONL-14V153-1238.pdf>

Owner Notification Letter(Part 577)- Steering column was replaced in CSP 04050

**RCONL-14V153-1239.pdf** 161.998KB

<https://static.nhtsa.gov/odi/rcl/2014/RCONL-14V153-1239.pdf>

Owner Notification Letter(Part 577)- Vehicles involved in special coverage 10183 but never repaired

**RCONL-14V153-1241.pdf** 162.162KB

<https://static.nhtsa.gov/odi/rcl/2014/RCONL-14V153-1241.pdf>

Owner Notification Letter(Part 577)- Vehicles involved in special coverage 10183 but never repaired

**RCONL-14V153-1242.pdf** 161.816KB

<https://static.nhtsa.gov/odi/rcl/2014/RCONL-14V153-1242.pdf>

Manufacturer Notices(to Dealers,etc)  
**RCMN-14V153-9832.pdf** 149.667KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCMN-14V153-9832.pdf>

Remedy Instructions and TSB  
**RCRIT-14V153-1079.pdf** 311.994KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCRIT-14V153-1079.pdf>

Remedy Instructions and TSB  
**RCRIT-14V153-8173.pdf** 312.172KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCRIT-14V153-8173.pdf>

Remedy Instructions and TSB  
**RCRIT-14V153-7091P.pdf** 310.973KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCRIT-14V153-7091P.pdf>

Manufacturer Notices(to Dealers,etc)  
**RCMN-14V153-4509.pdf** 10.763KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCMN-14V153-4509.pdf>

Defect Notice(Part 573)  
**RCDNN-14V153-7510.pdf** 249.514KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCDNN-14V153-7510.pdf>

Recall Acknowledgement  
**RCAK-14V153-2668.pdf** 51.462KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCAK-14V153-2668.pdf>

Remedy Instructions and TSB  
**RCRIT-14V153-6831.pdf** 165.947KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCRIT-14V153-6831.pdf>

Manufacturer Notices(to Dealers,etc)  
**RCMN-14V153-6126.pdf** 63.546KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCMN-14V153-6126.pdf>

Manufacturer Notices(to Dealers,etc)  
**RCMN-14V153-9982.pdf** 65.124KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCMN-14V153-9982.pdf>

Remedy Instructions and TSB  
**RCRIT-14V153-8725.pdf** 309.523KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCRIT-14V153-8725.pdf>

Recall Quarterly Report - 2015-Q1  
**RCLQRT-14V153-2915.PDF** 29.084KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCLQRT-14V153-2915.PDF>

Owner Notification Letter(Part 577)  
**RCONL-14V153-5996.pdf** 164.814KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCONL-14V153-5996.pdf>

Owner Notification Letter(Part 577)  
**RCONL-14V153-6940.pdf** 165.539KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCONL-14V153-6940.pdf>

Renotification Notice  
**RCRN-14V153-1473.pdf** 185.64KB

<https://static.nhtsa.gov/odi/rcl/2014/RCRN-14V153-1473.pdf>

Renotification Notice

**RCRN-14V153-6781.pdf** 185.499KB

<https://static.nhtsa.gov/odi/rcl/2014/RCRN-14V153-6781.pdf>

Renotification Notice

**RCRN-14V153-5507.pdf** 189.262KB

<https://static.nhtsa.gov/odi/rcl/2014/RCRN-14V153-5507.pdf>

Remedy Instructions and TSB - Revised

**RCRIT-14V153-6084.pdf** 304.609KB

<https://static.nhtsa.gov/odi/rcl/2014/RCRIT-14V153-6084.pdf>

Remedy Instructions and TSB

**RCRIT-14V153-1871P.pdf** 307.919KB

<https://static.nhtsa.gov/odi/rcl/2014/RCRIT-14V153-1871P.pdf>

Manufacturer Notices(to Dealers,etc)

**RCMN-14V153-7452P.pdf** 147.356KB

<https://static.nhtsa.gov/odi/rcl/2014/RCMN-14V153-7452P.pdf>

Manufacturer Notices(to Dealers,etc)

**RCMN-14V153-0775.pdf** 71.4KB

<https://static.nhtsa.gov/odi/rcl/2014/RCMN-14V153-0775.pdf>

Remedy Instructions and TSB

**RCRIT-14V153-6526.pdf** 309.761KB

<https://static.nhtsa.gov/odi/rcl/2014/RCRIT-14V153-6526.pdf>

Manufacturer Notices(to Dealers,etc)

**RCMN-14V153-3610.pdf** 63.566KB

<https://static.nhtsa.gov/odi/rcl/2014/RCMN-14V153-3610.pdf>

Remedy Instructions and TSB

**RCRIT-14V153-5047.pdf** 309.654KB

<https://static.nhtsa.gov/odi/rcl/2014/RCRIT-14V153-5047.pdf>

Remedy Instructions and TSB

**RCRIT-14V153-2693.pdf** 164.582KB

<https://static.nhtsa.gov/odi/rcl/2014/RCRIT-14V153-2693.pdf>

Manufacturer Notices(to Dealers,etc)

**RCMN-14V153-8947.pdf** 70.178KB

<https://static.nhtsa.gov/odi/rcl/2014/RCMN-14V153-8947.pdf>

Recall 573 Report - Amended Rev 1

**RCLRPT-14V153-1772.PDF** 33.867KB

<https://static.nhtsa.gov/odi/rcl/2014/RCLRPT-14V153-1772.PDF>

Issued Owner Notification Letter(Part 577)

**RCONL-14V153-6193.pdf** 166.612KB

<https://static.nhtsa.gov/odi/rcl/2014/RCONL-14V153-6193.pdf>

Issued Owner Notification Letter(Part 577)

**RCONL-14V153-1623.pdf** 167.269KB

<https://static.nhtsa.gov/odi/rcl/2014/RCONL-14V153-1623.pdf>

Recall Quarterly Report - 2015-Q4  
**RCLQRT-14V153-7449.PDF** 29.387KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCLQRT-14V153-7449.PDF>

Recall Quarterly Report - 2015-Q3  
**RCLQRT-14V153-7020.PDF** 29.295KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCLQRT-14V153-7020.PDF>

Recall Quarterly Report - 2015-Q3  
**RCLQRT-14V153-9699.PDF** 29.295KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCLQRT-14V153-9699.PDF>

Recall Quarterly Report #8, 2016-2  
**RCLQRT-14V153-5477.PDF** 215.212KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCLQRT-14V153-5477.PDF>

Recall Quarterly Report - 2016-Q1  
**RCLQRT-14V153-0165.PDF** 29.471KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCLQRT-14V153-0165.PDF>

Manufacturer Notices(to Dealers,etc)  
**RCMN-14V153-2209.pdf** 149.944KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCMN-14V153-2209.pdf>

Owner Notification Letter(Part 577)- Customers involved in Customer Satisfaction Program  
04050 but not repaired  
**RCONL-14V153-1240.pdf** 161.674KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCONL-14V153-1240.pdf>

Remedy Instructions and TSB  
**RCRIT-14V153-4641.pdf** 309.595KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCRIT-14V153-4641.pdf>

Owner Notification Letter(Part 577)  
**RCONL-14V153-8218.pdf** 177.095KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCONL-14V153-8218.pdf>

Defect Notice(Part 573) - Update Chronology of Events  
**RCDNN-14V153-3310.pdf** 107.094KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCDNN-14V153-3310.pdf>

Renotification Notice  
**RCRN-14V153-5531.pdf** 185.482KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCRN-14V153-5531.pdf>

Recall Quarterly Report  
**RCLQRT-14V153-8137.pdf** 28.958KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCLQRT-14V153-8137.pdf>

Manufacturer Notices(to Dealers,etc)  
**RCMN-14V153-1417.pdf** 65.384KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCMN-14V153-1417.pdf>

Remedy Instructions and TSB  
**RCRIT-14V153-5646.pdf** 281.18KB  
<https://static.nhtsa.gov/odi/rcl/2014/RCRIT-14V153-5646.pdf>

## Investigations (1)

### Electric Power Steering Failure

NHTSA ID EA11014

Date Opened September 29 2011

On March 31, 2014, General Motors Company (GM) submitted a Defect Information Report (DIR) to NHTSA describing a safety defect that may result in a sudden loss of power steering assist in approximately 1,340,447 model year (MY) 2004 through 2010 vehicles equipped with electric power steering (EPS), including 334,728 MY 2004 through 2007 Saturn ION vehicles that are the subject of EA11-014. GM has assigned the recall number N140115. The NHTSA recall number is 14V-153. According to the DIR, if power steering assist is lost, a message is displayed on the Driver Information Center and a chime sounds to inform the driver. GM indicated that steering control can be maintained in manual (unassisted) steering mode, but would require greater driver effort at low vehicle speeds, which could increase the risk of a crash.

Sudden loss of power steering assist can occur in the subject vehicles if the system loses electrical power or whenever the system detects a fault that requires it to enter fail-safe operation mode, removing power from the EPS motor. GM's DIR identifies three basic conditions that may result in loss of power steering assist in the recalled vehicles: power steering motor faults, torque sensor assembly faults, and power steering motor controller unit faults. GM will issue four service bulletins providing different repair procedures for recalled vehicles.

Bulletin 14115 will provide repair instructions for replacing the power steering motor in MY 2004-2007 Saturn ION, 2009-2010 Chevrolet HHR (non-turbo), 2010 Chevrolet Cobalt and vehicles repaired in recall 10V-073 that received repairs prior to May 31, 2010.

Bulletin 14116 will provide repair instructions for replacing the torque sensor assembly in MY 2004-2006 Chevrolet Malibu and Malibu Maxx, 2005-2006 Pontiac G6 and 2008-2009 Malibu, Pontiac G6 and Saturn Aura vehicles built from March 1, 2008 through June 27, 2008.

Bulletin 14117 will provide repair instructions for replacing the torque sensor assembly and power steering motor controller unit in MY 2008 Malibu, G6 and Aura vehicles built from February 1, 2008 through February 28, 2008.

Bulletin 14118 will provide repair instructions for replacing the power steering motor controller unit in MY 2008 Malibu, G6 and Aura vehicles built from October 1, 2007 through January 31, 2008.

Analysis of information from all sources identified a total of 4,787 complaints and 30,560 warranty claims related to loss of power steering assist while driving in the MY 2004 through 2007 Saturn ION vehicles, resulting in a complaint rate of 14.3 incidents per thousand vehicles and a warranty claim rate of 9.1 percent. ODI's analysis of alleged steering related crashes identified 12 with evidence indicating the incident was related to a loss of power steering assist.

Two of the crash allegations involved low-speed curb impacts and are excluded from the resume crash count. Three incidents occurred in parking lots, six occurred while turning at street intersections, and one occurred on a highway exit ramp. The crashes in parking lots or intersections all occurred at speeds less than 30 mph. The crash on the highway exit ramp involved impact into a guard rail at approximately 35 mph. Two of the crashes resulted in injuries to the drivers.

This investigation is closed. All ODI complaints associated with this closing resume are listed in the attachment pages.