

2007 Chevrolet HHR LT

10413 - LOSS OF POWER STEERING ASSIST - REPLACE ELECTRIC POWER STEERING MOTOR (CANADA ONLY) SERVICE CAMPAIGN BULLETIN

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SERVICE CAMPAIGN BULLETIN

Reference Number(s): 10413, Date of Issue: January 27, 2011

Affected Model(s): 2003-2007 Saturn ION; 2006-2010 Chevrolet HHR (Non-Turbo)

SERVICE INFORMATION

The 2004-2007 model year Saturn ION vehicles involved in this Special Coverage were originally involved in Special Coverage 10187. Vehicles that have not had the repair performed under Special Coverage 10187 have been transferred to this Special Coverage.

CONDITION

General Motors of Canada has decided that a defect, which may relate to motor vehicle safety, may exist in certain 2003-2007 model year Saturn ION and 2006-2010 model year Chevrolet HHR non-turbo vehicles, equipped with electric power steering. Some of these vehicles may have a condition where a sudden loss of power steering assist could occur at any time while driving the vehicle. If the power steering assist is lost, the vehicle can still be steered, however, with greater effort (manual steering). The slower the vehicle is moving, the higher the steering effort. Unless a driver compensates for this additional steering effort, loss of power steering assist may increase the risk of a crash. When the power steering assist is lost, a chime will be heard and the Message Centre will display a "PWR STR" warning message. Typically the next time the vehicle is started, the power steering assist will return and the "PWR STR" message would no longer be displayed.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 240,000 km, whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the power steering motor at the request of the customer, whether the above condition is present or not. 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 January 27, 2011, 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 January 27, 2011, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Investigate Vehicle History link on the Global Warranty Management application within GlobalConnect. **Special Coverage Adjustments are displayed in the Applicable Warranties section.**

PARTS INFORMATION

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Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC & A).

Parts Information

Part Number	Description	Qty/ Vehicle
19257876 or 19257875	Motor Kit, P/S Asst	1

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of customer letter included with this bulletin).

SERVICE PROCEDURE

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.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Warranty Transaction Information

Labor Code	Description	Labor Time	Net Item
T5803	Replace Power Steering Motor	0.5	N/A
T5804	Customer Reimbursement	0.2	*

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

CUSTOMER REIMBURSEMENT

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 February 29, 2012. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 240,000 km, 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.

If the work was done by someone other than a GM dealership, the amount of reimbursement will be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.

COURTESY TRANSPORTATION

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

OWNER LETTER

January 2011

Dear General Motors Customer:

General Motors has decided that a defect, which may relate to vehicle motor safety, may exist in certain **2003-2007 model year Saturn ION or 2006-2010 Chevrolet HHR** vehicles equipped with electric power steering.

This letter is intended to make you aware that some 2003-2007 model year Saturn ION vehicles or 2006-2010 Chevrolet HHR (non-turbo), equipped with electric power steering, may have a condition where a sudden loss of power steering assist could occur at any time while driving the vehicle. If power steering assist is lost, the vehicle can still be steered, however, with greater effort (manual steering). The slower the vehicle is moving, the higher the steering effort. Unless a driver compensates for this additional steering effort, loss of power steering assist may increase the risk of a crash. When the power steering assist is lost, a chime will be heard and the Message Centre will display a "PWR STR" warning message to inform you of the condition. Typically, the next time the vehicle is started, the power steering assist will return and the "PWR STR" message would no longer be displayed.

General Motors is providing owners with additional protection for the power steering assist motor. If this condition occurs on your 2003-2007 model year Saturn ION or 2006-2010 Chevrolet HHR (non-turbo) vehicle within 10 years of the date your vehicle was originally placed in service or 240,000 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.

Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to call the service department at your 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. **Please be advised that you may take your vehicle to the General Motors dealership of your choice to have this service work completed, whether the above condition exists or not**. Otherwise, keep this letter with your other important glovebox literature for future reference.

If you have already paid to have this special coverage condition corrected and you have not received reimbursement under a Vehicle Service Contract, you should contact your dealer as you may be eligible to receive reimbursement. Please provide your dealer with your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of

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the vehicle at the time of the repair. Reimbursement will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer before February 29, 2012.

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your safety and continued satisfaction with our products.

Customer Care and Aftersales

General Motors of Canada Limited

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