

# 14327 – Special Coverage Adjustment – Loss of Steering Due to Water Intrusion (Steering Gear Umbrella Seal Missing)

2004-2005 Chevrolet Malibu, Malibu Maxx

2005 Pontiac G6

## Condition

Some 2004-2005 model year Chevrolet Malibu, Malibu Maxx and 2005 model year Pontiac G6 vehicles may have been 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, then the parts could fail, resulting in the steering wheel spinning freely.

## Special Coverage Adjustment

This special coverage covers the condition described above with no time limit up to 150,000 miles (240,000 km), from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the steering gear. 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 March 5, 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 March 5, 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.

## Parts Information

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

Note

Low stock of the old part (#25902150) may be available. When this number is exhausted it will be replaced by the listed part.

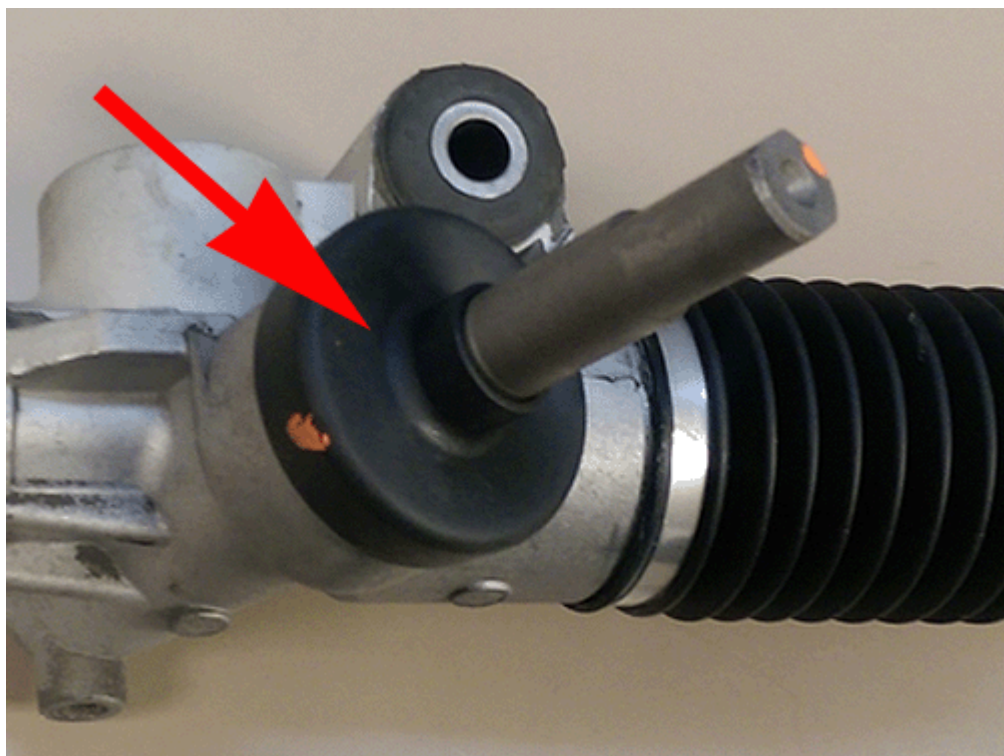
Part Number	Description	Quantity/Vehicle
19303500	Steering Gear	1
07845238	Bolt, Intermediate Steering Shaft Lower	1

## Service Procedure



Use the following steps to inspect the steering gear input shaft for the presence of an “Umbrella Seal”. If no seal is installed, it will be necessary to replace the steering gear.

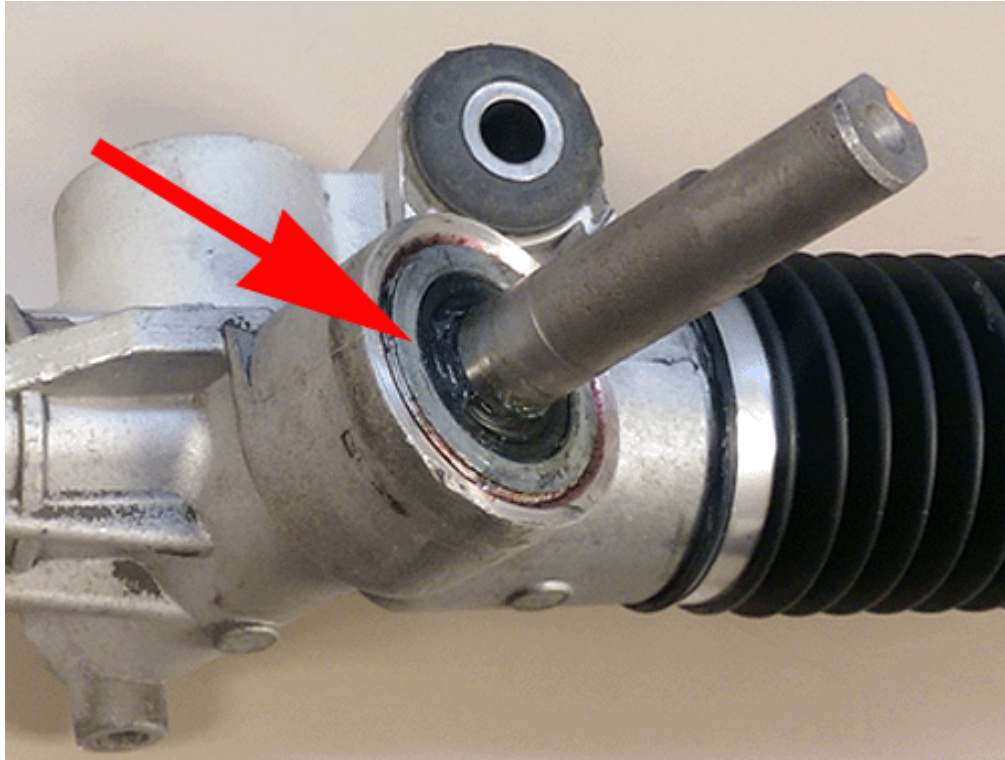
1. Raise and support the vehicle. Refer to in SI.
2. Inspect the input shaft area of the steering gear and determine if the seal is installed.



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If the seal is installed, no further action is required. Inform the customer that any

additional diagnosis and repairs are not covered under this special coverage.



If the seal **is not** installed, proceed to the section below.

#### Steering Gear Replacement

If the vehicle does not have the seal installed, replace the steering gear assembly. Refer to 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 March 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. Repairs must have occurred within 150,000 miles.

**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 March 31, 2016. Repairs must have occurred within 240,000 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.

Note

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

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9900092	Inspect Steering Gear Assembly for Umbrella Seal	0.3	N/A
9900089	Replace Steering Gear Assembly (Includes Toe Reset)	1.6	N/A
9900090	Customer Reimbursement Approved	0.2	*
9900091	Customer Reimbursement Denied - For US dealers only	0.1	N/A

\* 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).

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.

<b>Division</b>	<b>Number</b>	<b>Text Telephones (TTY)</b>
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

14327