

Customer Satisfaction - [Power Steering](#) Assist # 04050A - (Dec 15, 2004)

Models:

2004 Chevrolet Malibu, Malibu Maxx

THE FIRST INSPECTION PROCEDURE IN THIS BULLETIN HAS BEEN REVISED. PLEASE REVIEW IT BEFORE INSPECTING VEHICLES.

DUE TO PART AVAILABILITY, THIS PROGRAM IS BEING ADMINISTERED IN PHASES. AS PARTS BECOME AVAILABLE, ADDITIONAL CUSTOMER LETTERS WILL BE MAILED AND YOU WILL BE NOTIFIED.

PLEASE DISCARD ALL COPIES OF THE ORIGINAL BULLETIN 04050.

THIS RECALL IS IN EFFECT UNTIL JANUARY 31, 2006

Condition

General Motors has decided that certain 2004 model year Chevrolet Malibu and Malibu Maxx vehicles may have been built with a [steering column](#) sensor that can wear unevenly and produce an erratic electrical signal. When the system software detects that erratic signal, [power steering](#) assist is lost. That signal is more likely to occur when the [steering wheel](#) is turned slowly.

If this occurs, the driver will hear a chime, the Service Vehicle Soon light will illuminate, and the Driver Information Center will display "[Power Steering](#)." [Steering](#) control is still maintained, although more effort is required at low speeds. The next time the vehicle is started, the power steering assist usually returns to normal and the lights in the instrument panel will be turned off but loss of assist can occur again until repairs are made.

This program will expire on January 31, 2006.

Correction

Dealers are to inspect the [steering column](#), and if necessary, replace it.

Vehicles Involved

Year	Division	Model	From	Through
2004	Chevrolet	Malibu	4F100001	4F166649
2004	Chevrolet	Malibu Maxx	4F100161	4F166645

Zoom

Sized for Print

Involved are certain 2004 model year Chevrolet Malibu and Malibu Maxx vehicles built

within the VIN breakpoints shown.

Important: Dealers should confirm vehicle eligibility through GMVIS (GM Vehicle Inquiry System) prior to beginning program repairs. [Not all vehicles within the above breakpoints may be involved.]

For US

For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared and will be loaded to the GM DealerWorld, Recall Information website. Dealers that have no involved vehicles currently assigned will not have a report available in GM DealerWorld.

For Canada

For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared and is being furnished to involved dealers. Dealers that have no involved vehicles currently assigned will not receive a Campaign Initiation Detail Report.

The Campaign Initiation Detail Report may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

Part Number	Description	Qty/ Vehicle
88967179	Column Kit, Strg	1 (if req'd)

Zoom

Sized for Print

Parts Information

Parts required to complete this program are to be obtained from General Motors Service Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering requirements. Normal orders should be placed on a DRO = Daily Replenishment order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

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 Warranty. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product recall 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.

Claim Information

Repair Performed	Part Count	Part No.	Parts Allow	CC-FC	Labor Op	Labor Hours
Inspect Steering Column - No Further Action Req'd	N/A	N/A	N/A	MA-96	V1184	0.2
Inspect & Replace Steering Column	1	--	*	MA-96	V1185	1.1
Add: Adjustable Pedals						0.2
Courtesy Transportation	N/A	N/A	N/A	MA-96	**	N/A
* -- The "Parts Allowance" should be the sum total of the current GMSPD Dealer Net price plus applicable Mark-Up for the steering column needed to complete the repair.						
** -- Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual.						
Note: Canadian dealers should refer to the Canadian distribution of the bulletin for detailed claim information.						
Refer to the General Motors WINS Claim Processing Manual for details on Product Recall Claim Submission.						

Zoom

Sized for Print

Submit a Product Program Claim with the information shown.

Customer Notification

General Motors will notify customers of this program on their vehicle (see copy of customer letter shown in this bulletin).

Dealer Program Responsibility

All unsold new vehicles in dealers' possession and subject to this program **MUST** be held and inspected/repared per the service procedure of this program bulletin **BEFORE** customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers,

regardless of mileage, age of vehicle, or ownership, through January 31, 2006.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. This could be done by mailing to such customers a copy of the customer letter accompanying this bulletin. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your dealership for service prior to January 31, 2006, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION