

# Part 573 Safety Recall Report

# 19V-801

**Manufacturer Name :** General Motors LLC**Submission Date :** JAN 17, 2020**NHTSA Recall No. :** 19V-801**Manufacturer Recall No. :** N192265980**Manufacturer Information :**

Manufacturer Name : General Motors LLC

Address : 29427 Louis Chevrolet Road  
MAIL CODE 480-210-2V WARREN MI  
48093

Company phone : 586-596-1733

**Population :**

Number of potentially involved : 476

Estimated percentage with defect : 78 %

**Vehicle Information :**

Vehicle 1 : 2014-2016 Chevrolet SS

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** Vehicles that were remedied under recall 17V382 by inspection-only (the steering gear was not replaced), but whose steering gear could not be verified through other service records as having gold-plated terminals are included in this recall. Vehicles that were not part of 17V382 and vehicles confirmed to have the correct steering gear are not included in this recall.

Production Dates : JUN 19, 2013 - APR 26, 2016

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014 – 2016 model year Chevrolet SS vehicles that were subject to NHTSA Recall No. 17V382 and may have been incorrectly inspected. These vehicles may experience loss of electric power steering (“EPS”) assistance while driving or idling as a result of fretting corrosion on the connector between the EPS module and the torque sensor.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If power steering assist is lost, manual steering functionality is retained but would require an increased steering effort, particularly at lower speeds, increasing the risk of a crash.

**Description of the Cause :** Under NHTSA Recall No. 17V382, dealers were instructed to inspect the steering gear assembly to determine whether the part had gold-plated terminals. If the part did not, dealers were instructed to replace it with a new

assembly fitted with gold-plated terminals. The subject vehicles may have been incorrectly inspected and, as a result, the required steering gear replacements may not have been made.

Identification of Any Warning that can Occur : If power steering assist is lost (i.e., the vehicle reverts to manual steer), a malfunction indicator light displays on the instrument panel and a chime sounds to inform the driver.

## Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

## Supplier Identification :

### Component Manufacturer

Name : Mando Corporation

Address : 5-22, bangye-Ri, Munmak-Eub,  
Wonju-City, Gangwon-Do FOREIGN STATES

Country : Korea, Republic of

## Chronology :

GM opened an investigation into the subject condition on September 3, 2019 after receiving complaints of loss of electric power steering (EPS) in certain vehicles that were subject to Recall No. 17V382 and should have already been repaired under the recall. Under that recall, dealers were to inspect the steering gear assembly in the affected vehicles to determine whether the part had gold-plated terminals. If the part did not, dealers were instructed to replace it with a new assembly fitted with gold-plated terminals. Approximately 92% of the vehicles closed under this recall received a replacement steering gear with gold-plated terminals as part of the recall remedy. The other 8% were inspected and did not get a replacement gear, ostensibly because the gears in those vehicles already had the gold-plated terminals.

GM's investigator determined that most relevant complaints and post-recall repairs involved vehicles that were inspected but did not get a replacement gear. A deep dive into five cases concluded that despite being closed by inspection under Recall 17V382, none of the five should have had a steering gear with gold-plated terminals at the time they were inspected for the recall. Accordingly, those vehicles may have been incorrectly inspected by dealers. This prompted a re-review of records for all vehicles closed by inspection under 17V382. This review was completed on October 30, 2019 and determined that the subject vehicles may not be fitted with the updated steering gears.

The results of the investigation were reviewed by GM's Open Investigation Review board on October 30. On October 31, 2019, GM's Safety and Field Action Decision Authority decided to conduct a safety recall to replace the steering gear assemblies on affected vehicles with parts that have gold-plated connectors.

## Description of Remedy :

**Description of Remedy Program :** Dealers will replace the steering gear assembly with a new assembly fitted with gold-plated terminals.  
Pursuant to 577.11, GM will provide reimbursement to owners for repairs according to the plan submitted on May 19, 2019.

**How Remedy Component Differs from Recalled Component :** Replacement steering gears have gold-plated terminals resistant to fretting corrosion.

**Recalled Component Name:** GEAR ASM-ELEC BELT DRIVE R/PINION STRG

**Recalled Component Description:** Steering Gear Assembly

**Recalled Component Part Number:** 92280375

**Recalled Component Country of Origin:** South Korea

**Identify How/When Recall Condition was Corrected in Production :** Steering gear assemblies with gold plated connectors were implemented on Chevrolet SS vehicles starting with the 2017 model year.

## Recall Schedule :

**Description of Recall Schedule :** Dealers will be notified on November 7, 2019. General Motors will mail interim owner notification letters on December 27, 2019. General Motors plans to mail owner notifications for remedy availability February 4, 2020.

**Planned Dealer Notification Date :** NOV 07, 2019 - NOV 07, 2019

**Planned Owner Notification Date :** FEB 04, 2020 - FEB 04, 2020

\* NR - Not Reported