

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5212  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 07, 2019

Subject: Upcoming Safety Recall N192265980  
Loss of Power Steering Assist

Models: 2014-2016 Chevrolet Caprice  
2014-2016 Chevrolet SS

To: All General Motors Dealers

**STOP DELIVERY ORDER**

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves 2014-2016 model year Chevrolet Caprice and SS vehicles. The GM recall number is N192265980.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect is remedied.

These vehicles may experience a loss of electric power steering ("EPS") assist while driving. Loss of EPS assist may last an entire ignition cycle, but may return once the vehicle is restarted. Customers may experience this condition during subsequent ignition cycles. If power steering assist is lost, manual steering functionality is retained but would require increased steering effort, particularly at lower speeds, increasing the risk of a crash.

**Parts are not currently available**, but when parts are available, dealers will replace the power steering gear assembly.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on November 07, 2019. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

## **Question and Answer Document (Q&A)**

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE  
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