

Part 573 Safety Recall Report

20V-254

Manufacturer Name : General Motors LLC**Submission Date :** JUL 14, 2020**NHTSA Recall No. :** 20V-254**Manufacturer Recall No. :** N192285350**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 : 1,831

Estimated percentage with defect : 6 %

Vehicle Information :

Vehicle 1 : 2015-2016 Chevrolet Caprice PPV

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : This recall covers all remaining MY 15 and MY 16 Chevrolet Caprice PPV vehicles built before gold-plated terminals were added in production to the electric power steering ("EPS") gear assemblies to further address loss of EPS assist issues. The subject vehicles, which had tin terminals, were built with dielectric grease added to the torque sensor harness to reduce fretting corrosion and potential loss of EPS assist. Manufacturing records were used to identify the affected vehicles. Vehicles already included in recalls 16V160, 17V265, 17V382, or 19V801 are excluded.

21 Chevrolet Caprice PPV vehicles are affected by this recall.

Production Dates : MAY 03, 2015 - AUG 01, 2016

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2015-2016 Chevrolet SS

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : This recall covers all remaining MY 15 and MY 16 Chevrolet SS vehicles built before gold-plated terminals were added in production to the electric power steering (“EPS”) gear assemblies to further address loss of EPS assist issues. The subject vehicles, which had tin terminals, were built with dielectric grease added to the torque sensor harness to reduce fretting corrosion and potential loss of EPS assist. Manufacturing records were used to identify the affected vehicles. Vehicles already included in recalls 16V160, 17V265, 17V382, or 19V801 are excluded.

1,810 Chevrolet SS vehicles are affected by this recall.

Production Dates : MAY 03, 2015 - MAR 24, 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 2015-2016 model year Chevrolet SS and Caprice PPV vehicles. 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 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 : In the affected vehicles, the connector between the EPS module and the torque sensor may experience fretting corrosion, which affects conductivity and interferes with the proper function of the torque sensor circuit.

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 : GEAR ASM-ELEC BELT DRIVE R/PINION STRG

Component Description : Steering Gear Assembly

Component Part Number : 92280375

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 :

The subject vehicles were not included in the previous Safety Recalls related to this issue (16V160, 17V265, 17V382, or 19V801) because they (a) were built with a dielectric grease (Nyogel) designed to address the loss of EPS assist by reducing fretting corrosion and (b) originally demonstrated low rates of loss of EPS assist. The subject vehicles, however, were made before GM added gold-plated terminals to the steering gear assemblies to further address the potential for loss of EPS assist due to fretting corrosion. GM has continued to monitor the rates of loss of EPS assist in the subject vehicles. In response to additional field reports of loss of EPS assist, including five NHTSA Vehicle Owner Questionnaire (VOQs) submissions, GM opened an investigation into the subject vehicles on February 18, 2020.

An initial review of field data completed on March 20, 2020 showed that the rates of loss-of-EPS-assist claims had increased since the data was reviewed previously. Between March 20 and April 25, a further deep dive into field data was conducted and confirmed higher rates of loss of EPS assist in the subject vehicles. On April 29, 2020, the case was reviewed by GM's Global Open Investigation Review Board, and on April 30, 2020, GM's Safety Field Action Decision Authority (SFADA) decided to conduct a safety recall.

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.

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

Recall Schedule :

Description of Recall Schedule : GM will notify dealers on May 7, 2020. Owner notification is planned for June 22, 2020.

Planned Dealer Notification Date : MAY 07, 2020 - MAY 07, 2020

Planned Owner Notification Date : JUN 22, 2020 - JUN 22, 2020

* NR - Not Reported