

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5388
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 7, 2020

Subject: N192285350 - Safety Recall
Loss of Power Steering Assist

Models: 2015 – 2016 Chevrolet Caprice PPV
2015 – 2016 Chevrolet SS

To: All General Motors Dealers

General Motors is releasing Safety Recall N192285350 today. The total number of U.S. vehicles involved is approximately 1826. Please see the attached bulletin for details.

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.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated May 8, 2020 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

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