

Product Safety Recall

N202306620 Loss of Power Steering Assist



Release Date: August 2020

Revision: 01

Revision Description: This bulletin was updated to include the customer letter. Please discard all previous copies of bulletin N202306620.

Attention: 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 under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Caprice Police Pursuit Vehicle (PPV)	2014	2016		

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2014-2016 model year Chevrolet Caprice police pursuit vehicles. GM's warranty records indicate that the inspection procedure in NHTSA recall 17V265 may have been performed incorrectly on these vehicles. NHTSA recall 17V265 intended to address the potential for fretting corrosion to occur in the terminals that connect the electronic power steering (EPS) module and the torque sensor. Corrosion on these terminals could potentially lead to a loss of EPS. Because the inspection procedure may have been performed incorrectly, these vehicles may still be equipped with a recalled steering-gear assembly. 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.
Correction	Dealers will inspect the steering gear assembly part number and, if it is not an approved part number, replace it.

Parts

Quantity	Part Name	Part No.
1	Electric Belt Drive Rack and Pinion Steering Gear	92289255
2	Steering Gear Boot Inner Clamp	22913281
4	Steering Gear Bolt (TTY)	11611833
4	Front Stabilizing Shaft Link Nut	11588431
2	Front Lower Control Arm Front Bolt	92139183

It is estimated that only 95 involved vehicles will fail the inspection and require parts replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105285	Inspect Electric Belt Drive Rack and Pinion Steering Gear – No Further Action Required	0.3	ZFAT	N/A
9105286	Replace Electric Belt Drive Rack and Pinion Steering Gear (Includes front end alignment and inspection)	2.7*	ZFAT	N/A
9105287	Customer Reimbursement Approved – For USA dealers only	N/A	ZFAT	**
9105288	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***

Note: To avoid having to “H” route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

* Includes inspection, wheel alignment, and steering wheel angle sensor centering.

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** For USA: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

*** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

Caution: If either the front bumper fascia extension (part # 92247388) or power steering wiring harness splash shield (part # 92295010) are missing, they need to be replaced to prevent part damage. This is not covered under this field action.



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1. Raise the vehicle and remove the front bumper fascia extension. Refer to *Front Bumper Fascia Extension Replacement* in SI.
2. Inspect the part number on the electric belt drive rack and pinion steering gear:
 - If the vehicle steering gear part number IS NOT 92289255, 92289251, or 92288914 replace the steering gear assembly. Proceed to step 3.
 - If the vehicle has steering gear part number 92289255, 92289251, or 92288914 already installed, record the part number of the currently installed gear in your warranty claim. Reinstall the front bumper fascia extension. Refer to *Front Bumper Fascia Extension Replacement* in SI.
3. Remove the Electric Belt Drive Rack and Pinion Steering Gear. Refer to *Electric Belt Drive Rack and Pinion Steering Gear Replacement* in SI.

Note: Use Loctite 272 on the front lower control arm nut and bolt when reinstalling.

4. Install the Electric Belt Drive Rack and Pinion Steering Gear. Refer to *Electric Belt Drive Rack and Pinion Steering Gear Replacement* in SI.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

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Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. dealers through the GM GlobalConnect Recall Reports. The listing 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 recall 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 recall.

Customer Notification

General Motors will notify customers of this recall on their vehicle.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by August 31, 2022. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure or local Policies and Procedures, for details.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



IMPORTANT SAFETY RECALL

September 2020

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2014-2016 model year Chevrolet Caprice police pursuit vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N202306620.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

GM's warranty records indicate that the recall inspection in a prior recall campaign may have been performed incorrectly on your vehicle. NHTSA recall 17V265 was intended to address the potential for fretting corrosion to occur in the terminals that connect the electronic power steering (EPS) module and the torque sensor. Corrosion on these terminals could potentially lead to a loss of EPS. Because the recall inspection procedure may have been performed incorrectly, your vehicle may still be equipped with a recalled steering-gear assembly. 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.

What will we do?

Your <DIV_DLR> dealer will inspect the steering gear assembly part number and, if it is not an approved part number, replace it. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 2 hours and 45 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National

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Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 20V515.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs
Vice President
Global Vehicle Safety

Enclosure
GM Recall: N202306620