

Frequently Asked Questions (FAQs) for Safety Recall N202306620 Loss of Steering Assist

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

Q1) Which vehicles are involved?

A1) 2014-2016 Chevrolet Caprice Police Pursuit Vehicles.

Q2) What is the issue or condition?

A2) 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.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) 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.

Q4) What is the remedy/repair?

A4) Dealers will inspect the steering gear assembly part number and, if it is not an approved part number, replace it.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) 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. 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.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, the remedy/repair is available now, please see the attached bulletin for details.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.