

Customer Satisfaction Program

17200 Loss of Electric Power Steering (EPS)



Reference Number: N15201720
GWM Number: 2017200

Release Date: August 2016
Revision: 00

Attention: 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.

This program is in effect until August 31, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Impala	2014	2014	NJ2	Belt Drive EPS

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	Certain 2014 model year Chevrolet Impala vehicles, equipped with Belt Driven Electric Power Steering (EPS) (RPO NJ2), may have a condition in which an intermittent or lasting loss or reduction of power steering assist may occur at startup or while driving. Updating the Power Steering Control Module (PSCM) software improves system performance. If power steering assist is lost or reduced, a message is displayed on the Driver Information Center and a chime sounds to inform the driver. Steering control can be maintained because the vehicle will revert to manual steering mode, but would require greater driver effort particularly at low vehicle speeds.
Correction	Dealers are to inspect the PSCM ground and fuse for proper connection and update the PSCM software.

Part Information

No parts are required for this recall.

Warranty Information

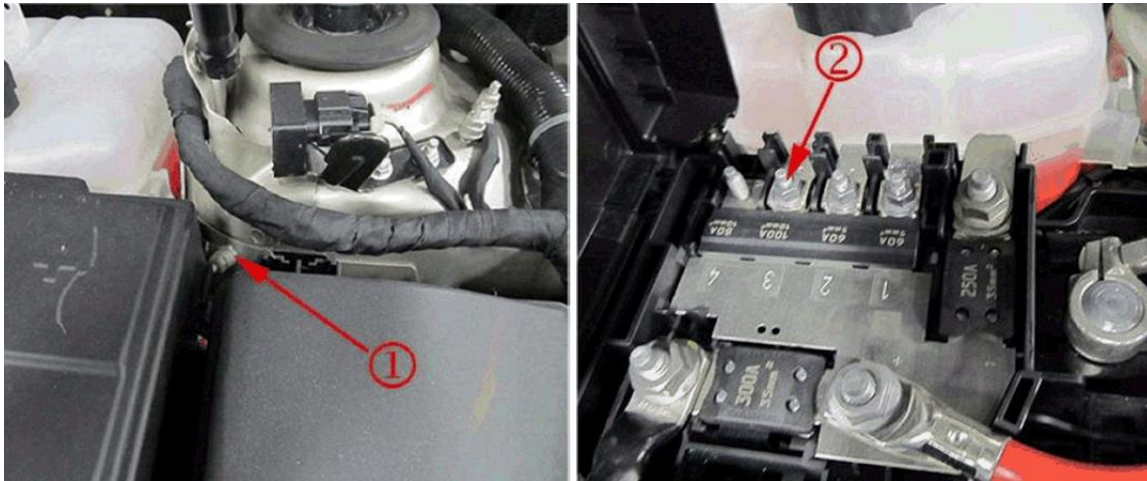
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102457	Repair Ground and Program Power Steering Control Module	0.5	ZFAT	N/A

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Service Procedure



1. Inspect the G111 ground (1) and the 100A F3UB fuse (2) for proper connection. Ensure the ground is free of paint and both connections are tight.
 - Tighten the G111 ground to 9Nm (80 lb in).
 - Tighten the F3UB fuse to 4.7Nm (42 lb in).
2. Fully charge the battery using the GR-8 Tool (EL-50313).
3. Reprogram the power steering control module using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the *Power Steering Control Module Programming and Setup (NJ2)* procedure in SI.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared 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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through August 31, 2018. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program 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 program enters your vehicle inventory, or is in your facility for service through August 31, 2018, you must take the steps necessary to be sure the program 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. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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 program 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 program.

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Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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**

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August 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2014 model year Chevrolet Impala may have been built with a condition in which an intermittent or lasting loss or reduction of power steering assist may occur at startup or while driving. Updating the Power Steering Control Module (PSCM) software improves system performance. If power steering assist is lost or reduced, a message is displayed on the Driver Information Center and a chime sounds to inform the driver. Steering control can be maintained because the vehicle will revert to manual steering mode, but would require greater driver effort particularly at low vehicle speeds.

Your satisfaction with your Impala is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will inspect the PSCM ground and fuse for proper connection and update the PSCM software. This service will be performed for you at **no charge until August 31, 2018**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any 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	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Impala provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

17200

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4135
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 5, 2016

Subject: 17200 - Customer Satisfaction Program
Loss of Electric Power Steering (EPS)

Models: 2014 Chevrolet Impala Equipped with Belt Drive EPS (NJ2)

To: All Chevrolet Dealers

General Motors is releasing Customer Satisfaction Program 17200 today. The total number of U.S. vehicles involved is approximately 17,704. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin the week of August 22, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated August 6, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS