



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**



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September 28, 2022

NEF-109 tgd  
Ref. No. 11482212

[REDACTED]  
[REDACTED]  
East Haddam, C [REDACTED]

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2021 Chevrolet Equinox vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We reviewed our database to identify whether a safety defect trend exists with steering problems in MY 2021 Chevrolet Equinox SUVs. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. However, we entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at [https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf).

We located one General Motors (GM) technical service bulletin (TSB No. 16-NA-109, enclosed) which addresses excess grease or sealant on the exterior of the steering gear. Please note that the issuance of a TSB by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to provide repair procedures to dealership technicians. NHTSA continuously monitors manufacturer TSBs to identify any such repair that may involve safety issues for which a recall is necessary. However, NHTSA does not otherwise regulate a manufacturer's TSB. Thus, the manufacturer remains responsible for all aspects of TSBs including the nature and scope of the repair and the vehicles and model years at issue.

Your requests for compensation or goodwill do not fall under our jurisdiction. We encourage you to continue to work with GM and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a GM district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Connecticut Attorney General's Office regarding your problem and rights under state

law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

Finally, you may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure



# Service Bulletin

Bulletin No.: 16-NA-109

Date: June, 2022

## TECHNICAL

**Subject: Grease or Sealant Visible on Electronic Power Steering Gear - Should Not Be Interpreted as Leak**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
BrightDrop	EV600	2022	2022				
	Zevo 600	2023	2023				
Buick	All GM Passenger Cars and Trucks	2009	2023	—	—	All	All
Cadillac							
Chevrolet							
GMC							

**Important:** This technical service bulletin (TSB) can only be completed by BrightDrop dealers or BrightDrop certified repair facilities who have met all BrightDrop specific training, tool and equipment requirements. Repairs must be performed by a technician who has successfully completed the required training.

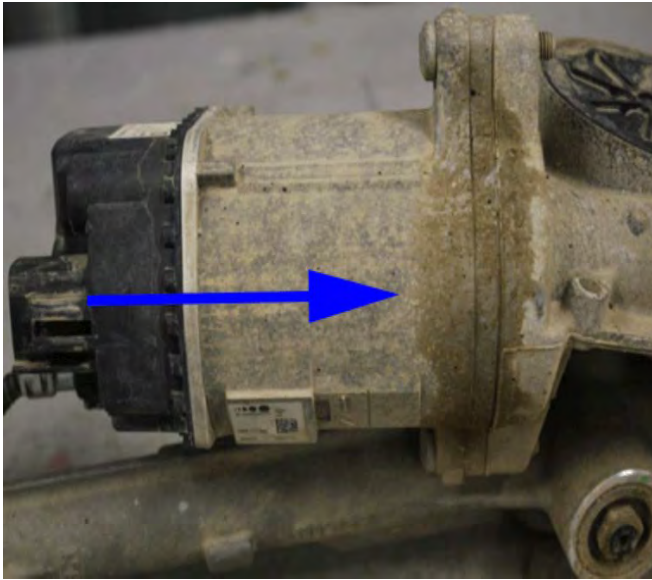
<b>Involved Region or Country</b>	North America, Europe, Uzbekistan, Russia, Middle East, Iraq, Israel, Palestine, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Venezuela, Japan, Cadillac Korea (South Korea), GM Korea Company, Taiwan, Thailand, Singapore, Philippines, Australia/New Zealand, Egypt, Africa, South Africa
<b>Condition</b>	Some customers or technicians may comment on seeing grease or sealant on certain locations of the steering gear.
<b>Cause</b>	During the manufacturing process, sufficient grease is used for lubrication and sealing of components of the steering gear. Also, sealant is added to areas of the steering gear to keep water and environmental contaminants from getting into the steering gear.

### Examples of Seepage

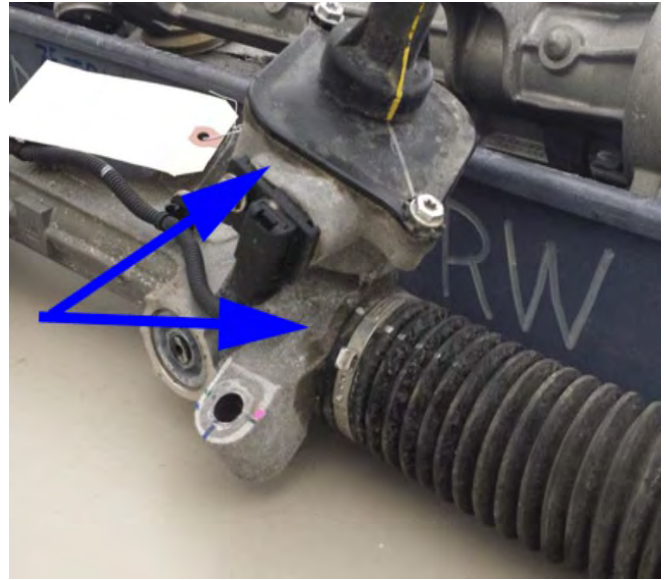
The graphics below are photo examples, which include arrows showing some of the common areas where grease may be evident after the vehicle has been driven for a length of time.



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## Correction

**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

**Note:** Electric power steering systems do not have fluid inside of them.

If oil is observed dripping off of them, look above or around the site for an oil leak.

If upon inspection, the steering gear assembly clamps, boots, and fasteners are all in place, the visual evidence of grease/sealant on the exterior of the steering gear is considered normal and no correction is necessary. If excess grease is noted, it should be wiped off the exterior of the gear, however, sealant should be left in place as a barrier to water and contamination, and no cleaning is required.

## Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
7480278*	Inspecting for Excess Grease or Sealant on the Exterior of the Steering Gear	0.2 hr
*This is a unique Labor Operation for bulletin use only.		

## Customer Information

Please communicate to the customer that this is a normal condition of their vehicle. Please share this information with the customer, including a copy of this bulletin.

<b>Version</b>	6
<b>Modified</b>	<p>February 07, 2017 – Added Involved Region or Country and Warranty Information.</p> <p>March 13, 2017 – Added the 2018 Model Year.</p> <p>August 05, 2019 – Added the 2019-2020 Model Years and a warranty statement.</p> <p>March 08, 2021 – Added the 2021 Model Year and updated the Involved Region or Country section.</p> <p>June 01, 2022 – Added BrightDrop vehicles, the 2022–2023 Model Years and Important statements under the Models table and Correction.</p>

