INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



# GM Warranty Job Aid

**To Search, input a VIN and press Enter Key.**

VIN: 1GCGSBE34F1 [redacted] Note: All VIN are 17 characters in length

## VEHICLE: Chevrolet 2015 Colorado Pickup - 2WD (VIN S)

**Search**

Part Number: 84168690 Labor Code: Enter Full Labor Code Search

## 06.508 GEAR, Steering

| Part Number | Description | Usage | Year | Quantity |
|---|---|---|---|---|
| 84168690 | GEAR,ELEC BELT DRIVE RACK & PINION STRG(ACDelco #84168690) | 2M,2N,2P 3.6 (LFX),(EXC 2 SPEED SWITCH ACTIVATED PART TIME 4WD L/H DROP TRANSFER CASE(NQ7) | 2015-2015 | 01 |

**SECTION: Steering - Power Steering**

**LABOR CODE: 7421770 Electric Belt Drive Rack and Pinion Steering Gear Replacement**

Note: For steering wheel angle and/or front toe adjustment times, refer to labor code 8070012 and add the applicable base times to base labor hours.

| | | |
|---|---|---|
| Base | **LABOR TIME:** | 1.6 |
| 4WD | **LABOR TIME:** | 1.7 |
| Diagnosis Time: You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis. | **ADD TIME:** | 0.3 |

472.54

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UNISET | The Reynolds and Reynolds Company | UNISET

# PARTS REQUISITION

[redacted]

D[illegible] CUSTOMER

VIN

MODEL REQ'N REPAIR ORDER [redacted]

| QUAN. | BIN | PART NUMBER | DESCRIPTION | PRICE | AMOUNT |
|---|---|---|---|---|---|
| | | 84168690 | Gear (N) | $ | 1198.00 |
| ~~2~~ 4 | | | Clamps | $ 8 ea | $8.67 |
| 4 | | 94775417 | Tires (N) | $ | 144.27 ea. |
| | | | 2 DAYS | | |
| | | | | | 8,816.00 |
| | | | | | 3.60 |
| | | 1,309 | 1/5 | | |

ENT'D REPAIR ORDER SIGNED

**Policy Evaluation Tool**

Fields with an "*" are required

## Customer Information

**Owned By Business:** ○ Yes ◉ No

***First Name** [redacted]

***Last Name**

**Phone Number**

## Vehicle / Coverage

**Dealer BAC** 293879

***Full VIN** 1GCGSBE34F[redacted]

**Make** Chevrolet

***Component Warranty Coverage** Bumper to Bumper Coverage

***Repair Group** Steering

## Time

***Component's Warranty End Date** 12/18/2017

***Job Card Date** 05/22/2018

**Days Out of Warranty** 155

## Mileage

***Component's Warranty End Mileage** 36,000

***Current Mileage** 46,000

**Miles Out of Warranty** 10,000

## Reasons For Policy Adjustment

***Primary reason for policy adjustment** Just beyond terms of applicable warranty coverage (Time or Mileage)

## Repair Information

***Total Repair Cost (Warranty Rates)** $1,309.00

***Job Card / Repair Order #** CACEC

## Results

| | | | |
|---|---|---|---|
| **GM Participation Amount** | $0.00 * | **Customer / Dealer Participation Amount** | $1,309.00 |
| **Agreed Upon Customer / Dealer Participation Amount** | | | |

Fields with an "*" are required

## Customer Information

**Owned By Business:** ○ Yes ◉ No

*** First Name** [redacted]

*** Last Name**

**Phone Number**

## Vehicle / Coverage

**Dealer BAC**

*** Full VIN** 1GTG6BE3XF1[redacted]

**Make** GMC

*** Component Warranty Coverage** Bumper to Bumper Coverage

*** Repair Group** Steering

## Time

*** Component's Warranty End Date** 03/23/2018

*** Job Card Date** 05/29/2018

**Days Out of Warranty** 67

## Mileage

*** Component's Warranty End Mileage** 36,001

*** Current Mileage** 48,000

**Miles Out of Warranty** 11,999

## Reasons For Policy Adjustment

*** Primary reason for policy adjustment** Other

## Repair Information

*** Total Repair Cost (Warranty Rates)** $1,800.00

*** Job Card / Repair Order #** tier2

## Results

| | | | |
|---|---|---|---|
| **GM Participation Amount** | $720.00 | **Customer / Dealer Participation Amount** | $1,080.00 / 60% |
| **Agreed Upon Customer / Dealer Participation Amount** | | | |

**Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.**

GMC - Recall Question On A Vehicle I Own-Additional Info:I own a 2016 GMC Canyon vin [redacted] Within the last month I have experienced intermittent power steering shut off. I reaserched and discovered this same problem occurring in the 2015 model. This problem deemed severe enough to require recall 15595. In speaking to my local GM dealer he said my vehicle is not in the recall. I also found that if my vehicle was manufactured between 1/06-3/19/2015 it is included in the recall. When is the dated of my vehicle manufacture? I am and have been strictly a GM consumer for over 50years and hope that GM will honor their commitment to maintaining high standards of safety and reliability I have believed in.

Thank you

Connecting... An agent will be with you shortly.

Caller English

System [10:33:30 AM]:

Welcome to chat.

Brandon [10:33:39 AM]:

Thanks for contacting GMC Customer Assistance, my name is Brandon. I apologize to see you are experiencing a vehicle concern. May you please allow me 1-3 minutes to review your concern provided?

Brandon [10:34:39 AM]:

Thank you for your patience and I would be more than happy to assist you further. May you please provide me your mailing address and current mileage?

[redacted] [10:34:52 AM]:

Certainly.

Brandon [10:39:07 AM]:

[redacted] are you still there? I'm still here to assist you.

[redacted] [10:40:18 AM]:

Yes I am

[redacted] [10:41:37 AM]:

[redacted] Port St Lucie Fl [redacted]

[redacted] 10:42:02 AM]:

Mileage 56096

Brandon [10:42:30 AM]:

Thank you for that information.

Brandon [10:42:40 AM]:

What is the name of the dealership that is assisting you?

Brandon [10:42:49 AM]:

I'm looking up your VIN for information now. We also have a great self-service tool on our website where you can check your vehicle for recalls at: my.gm.com/recalls.

[redacted] [10:45:30 AM]:

Garner GMC Ft Pierce Fl

Bruce Haase [10:45:48 AM]:

Garber

Brandon [10:46:10 AM]:

There are no recalls associated to your vehicle and it was built on 10/05/2015. Recalls are issued by VIN and may not include every vehicle manufactured within a model year. Your vehicle could have been manufactured at a different time, in a different manufacturing facility or using different parts than those involved in the announced recalls. How much is the dealership charging to repair the vehicle?

Brandon [10:46:38 AM]:

I have created a case in regards to your concerns. Your case number is [redacted]

[redacted] [10:48:49 AM]:

Have not gotten price -they said they would have to trouble shoot problem at my expense. Has gotten progressively worse in damp/wet weather.

Brandon [10:49:45 AM]:

Did you purchase this vehicle new or are you the second owner?

[redacted] [10:49:59 AM]:

Second

Brandon [10:50:15 AM]:

When did you purchase the vehicle?

[redacted] [10:51:18 AM]:

01/13/18

Brandon [10:52:24 AM]:

Was the vehicle purchased via one of our dealerships?

[redacted] [10:52:44 AM]:

Nissan dealer

Brandon [10:53:17 AM]:

Did the Nissan dealer provide you with any warranty for the vehicle?

[redacted] [10:53:27 AM]:

Just had transmission service at Garber

[redacted] [10:53:38 AM]:

No

Brandon [10:53:51 AM]:

To better assist you, what type of resolution are you seeking from GMC?

[redacted] [10:56:43 AM]:

All I want is to fix the problem so that I am in a safe vehicle. I would hope this is what GM would want.

Brandon [10:57:58 AM]:

I understand your hesitance to spend money on the diagnostic fee without any guarantee of assistance. A diagnosis is an important part in determining the cause of the failure and nature of the concern. It also helps to determine the estimated cost of repairs. Once a proper diagnosis has been conducted by a GMC dealership, we can further review your request for assistance. If the diagnosis points towards cost assistance, the diagnostic fee will be incorporated into the repair expense and it would then warrant the same consideration as the repair.

Brandon [10:58:41 AM]:

Would you prefer me to send you the link to schedule your appointment online or a phone number?

[redacted] [11:00:44 AM]:

Is the cost of repair after diagnosis and it is the recall problem who will then be responsible for the cost of the repair?

Brandon [11:01:28 AM]:

We can look into that option after we understand the nature of what is causing you to have concerns with the power steering.

[redacted] [11:04:05 AM]:

We will schedule appointment will dealership and take it from there.

Brandon [11:05:09 AM]:

Once you have an estimate from the dealership please contact us back with the cost of the repair.

Brandon [11:05:21 AM]:

You may reference the case number.

[redacted] 11:05:37 AM]:

I will. Thank you for your help

Brandon [11:05:41 AM]:

I appreciate you taking the time to chat in with us and allowing me the opportunity to assist you today. Is there anything else that I can do to further assist you with or do you have any additional questions for me?

Brandon [11:05:47 AM]:

You are welcome.

[redacted] [11:06:41 AM]:

When I contact an agent just put in case number ?

Brandon [11:07:21 AM]:

Yes.

[redacted] [11:08:10 AM]:

Very good -hopefully we can easily resolve this

Brandon [11:08:54 AM]:

Is there anything else that I can do to further assist you with or do you have any additional questions for me?

[redacted] [11:09:16 AM]:

No all set

Brandon [11:09:45 AM]:

You're welcome, have a great week and thanks for contacting GMC Customer Assistance. If you have additional questions, please feel free to contact us again. We are here to chat Monday – Friday 8:00 am – 9:00 pm and Saturdays 9:00 am – 9:00 pm Eastern Standard Time. You may also call in at 1-866-790-3600.

Call Disconnected.

Connecting... An agent will be with you shortly.

Caller English

System [3:10:25 PM]:

Welcome to chat.

Trisha [3:10:39 PM]:

Thank you for contacting GM Customer Assistance! My name is Trisha. I apologize to see you are experiencing a vehicle concern.

Trisha [3:10:58 PM]:

How can I help you with your concern today?

[redacted] [3:11:10 PM]:

Hello

[redacted] [3:11:25 PM]:

I actually just also sent an email to gmpriorityc[redacted]@gm.com but maybe you can help?

[redacted] [3:11:32 PM]:

It's a long story ..

[redacted] [3:11:41 PM]:

e purchased a 2015 Chevy Colorado in March of 2015. Overall it was a great experience and we have largely only great things to say about the vehicle and we get compliments daily.

[redacted] [3:11:50 PM]:

However, mid May 2017 we ran into a huge issue where randomly the power steering goes out.

[redacted] [3:11:58 PM]:

Specifically I was driving from Cape Cod, MA to Westchester, NY and in the middle of route 95 in the rain it occurred for the first time. I am a not very large girl and the truck becomes immediately much more heavy to wield! I was able to get over, turn the car off, and luckily it kicked back on.

[redacted] [3:12:08 PM]:

After that incident I researched and I had heard that there was a recall for this exact thing and so I didn't think too much of it thinking it would be fixed. Much to our surprise our vehicle was not included in the recall. In any case, the dealer was nice enough to "take a look" and didn't find anything.

[redacted] [3:12:14 PM]:

Since that day it has been going off randomly, and the only way to try to reset it is it to keep turning the car on and off until it kicks back on-often at the same time is says the traction control is disabled. As you can imagine this is not as feasible in every situation leaving who ever is driving with a less than safe situation. Just this morning I was driving on a particularly hairy curve when it went out, it's very jarring and scary every time.

[redacted] [3:12:31 PM]:

We have brought this to the dealer's/service manager's attention every time we go to the dealer (we have gotten every oil change, service and inspection done at a chevy dealer since the day we purchased the vehicle) and the response we get is that we need to bring the vehicle in WHILE it's "coded". Frankly- this is absurd and not at all feasible.

[redacted] [3:12:46 PM]:

sorry for the length

Trisha [3:13:01 PM]:

Please allow me 3-5 minutes to read over the concern.

Trisha [3:15:44 PM]:

Thank you for your patience. I am sorry to hear you are having this concern with the vehicle. Do you have the VIN and current mileage available so I can look further into this for you?

[redacted] [3:17:43 PM]:

vin is 1GCGTCE35F1[redacted]

[redacted] [3:17:55 PM]:

and the mileage is ~70k now. But it was WAY less when this started

Trisha [3:18:49 PM]:

Thank you. What is the name and location of the dealership that diagnosed the vehicle?

[redacted] [3:20:15 PM]:

no one diagnosed the vehicle

[redacted] [3:20:20 PM]:

thats the whole point

[redacted] [3:20:26 PM]:

they look at it and see nothing

[redacted] 3:21:20 PM]:

L.J. Marchese Chevrolet, Inc. in Fort Montgomery, NY first and then Healey Chevrolet in New hampton. NY

[redacted] [3:21:36 PM]:

those are the places we took it after the issue

[redacted] [3:22:00 PM]:

we have had every service done with chevy and we bring it to their attention every time

Trisha [3:23:11 PM]:

When the dealership looked over the vehicle, did they test drive it as well?

[redacted] [3:24:14 PM]:

I honestly don't know. Like i said this has been many times now, i think at least a few times they tried to drive it to make it code onsite but it didnt

[redacted] [3:24:24 PM]:

and its not that it happens every time, its VERY sporadic

[redacted] [3:24:52 PM]:

2 weeks its wont happen at all, then itll happen every day the next week

[redacted] [3:24:59 PM]:

kind of thing

Trisha [3:25:31 PM]:

If the vehicle has not had an actual diagnostic completed, that will be the next step. A test drive can be requested. Would you like me to help set up an appointment at this time?

[redacted] [3:25:41 PM]:

They have done that

[redacted] [3:25:47 PM]:

they dont find anything

[redacted] [3:26:01 PM]:

they say we have to bring it to them while its coded

Trisha [3:26:05 PM]:

I do apologize, when I asked if they diagnosed the vehicle, you said no.

[redacted] [3:26:06 PM]:

which is next to impossible

[redacted] [3:26:18 PM]:

to me diagnosed = figured out what's wrong

[redacted] [3:26:31 PM]:

sorry for the misunderstanding (im a science person

Trisha [3:27:06 PM]:

What is the date that the vehicle was last at the dealership?

[redacted] [3:27:19 PM]:

it was just there saturday for inspection.

[redacted] [3:27:32 PM]:

and before that for an oil change within the last 2 months for sure

[redacted] [3:27:37 PM]:

i dont remember the date

Trisha [3:28:23 PM]:

I will need to know around what time the vehicle was last at the dealership for this specific concern.

[redacted] [3:28:31 PM]:

let me look

[redacted] [3:30:00 PM]:

Diagnostics Report Date: 05/24/18

[redacted] [3:30:12 PM]:

No issues found it says

Trisha [3:31:12 PM]:

I will need to escalate your case to a Senior Advisor. That is a specialist that will work with you and the dealership on a resolution. To do so, I will need to gather further information. May I have your mailing address please?

[redacted] [3:31:32 PM]:

[redacted] slate hill, NY[redacted]

Trisha [3:32:22 PM]:

Thank you. Is the best phone number and email address for contact the same as the information provided in the pre chat comments?

[redacted] [3:33:23 PM]:

yes

Trisha [3:33:27 PM]:

What is the best 2 hour time frame that you can be contacted?

[redacted] [3:34:18 PM]:

Any time i guess is fine

[redacted] [3:34:30 PM]:

could you give me an idea of the phone # that would be calling so i know to answer

Trisha [3:35:09 PM]:

To better contact you, would you preferred to be contacted before noon, or after noon?

[redacted] [3:35:17 PM]:

would it be today?

Trisha [3:35:36 PM]:

It would be within 24-48 business hours.

[redacted] [3:35:47 PM]:

i guess after noon

Trisha [3:36:03 PM]:

I do apologize, I do not have access to Senior Advisor's phone line.

Trisha [3:36:18 PM]:

I have all the information needed to escalate the case. Your case number [redacted]. The Senior Advisor will have this as well, and all the information discussed today. Once they have looked over the case, they will be contacting you back by phone within 24-48 business hours.

Trisha [3:36:34 PM]:

Is there anything else I can assist you with at this time?

[redacted] [3:36:40 PM]:

no thats it thanks

Trisha [3:38:05 PM]:

You're welcome. Thank you for taking the time to chat in with us today and allowing me the opportunity to assist you. You will be contacted back soon[redacted], have a good day!

Trisha [3:38:15 PM]:

Thank you for contacting Chevrolet Customer Assistance. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 9:00 p.m. and Saturday from 9:00 a.m. to 9:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-5600.

Call Disconnected.

GMC - Recall Question On A Vehicle I Own-Additional Info:I have a 2015 GMC canyon VIN: [redacted] and my power steering and stabilitrac are dropping out while driving at any speed. There is a recall for this issue but my vehicle is not covered even though I have the same issue. Why is my vehicle not covered by the recall? This is a SAFETY issue.

Connecting... An agent will be with you shortly.

Caller English

System [3:25:09 PM]:

Welcome to chat.

Serena [3:25:38 PM]:

Thank you for contacting GMC Customer Assistance, Steve. Please allow me a moment to read over your question.

Serena [3:26:32 PM]:

Please allow me 3-5 minutes to look into that for you.

[redacted] [3:26:37 PM]:

ok

Serena [3:27:59 PM]:

What is the current mileage on your vehicle?

[redacted] [3:28:10 PM]:

aprox 83K

[redacted] [3:28:29 PM]:

GM recall number 15595

Serena [3:32:01 PM]:

Thank you. You're correct in that recall 15595 does not apply to your vehicle. Recalls are VIN specific. They do not apply to every vehicle of every model in a year. Recalls are assigned to specific VINs that were identified to have a concern due to being manufactured with a specific batch of parts, at a specific time, or at a specific plant. Recalls do not apply to your vehicle simply because of a similar symptom. Have you had this concern diagnosed by your local GMC dealership?

[redacted]:32:27 PM]:

Why would my vehicle not be covered since I am having the same issue?

Serena [3:32:58 PM]:

I do apologize if you did not see my previous response, Steve. I have explained why.

[redacted] [3:33:32 PM]:

I have filed a vehicle safety complaint with the department of transportation. I will be contacting an attornyu

Serena [3:33:54 PM]:

I am sorry that you feel that is necessary. Have you had this concern diagnosed by your GMC dealership?

Caller [redacted] left the call.

Call Disconnected.

# General Motors - Policy Evaluation Tool

**Date:** 07/12/2018

## Customer Information

**First Name:** [redacted]
**Last Name:** [redacted]
**Phone:** [redacted]

## Agent Information

**Agent Name:** Siebel Service
**Agent Role:**

## Vehicle/Coverage Information

**VIN:** 1GCHSBEA0F[redacted] **Make:** Chevrolet
**Component Warranty Coverage:** Bumper to Bumper Coverage
**Ownership Status Message:**

## Time

**Component's Warranty End Date:** 01/17/2018
**Job Card Date:** 07/12/2018
**Days out of Warranty:** 176

## Mileage

**Component's Warranty End Mileage (Miles):** 36,029
**Current Mileage:** 79,647
**Miles out of Warranty:** 43,618

## Repair

**Total Repair Cost At Warranty Rates:** $2,100.00
**Repair Group:** Steering
**Job Card / Repair Order** [redacted]

## Reasons For Policy Adjustment

**Primary reason for policy adjustment:** Previous similar repair performed under warranty

## Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

**GM Participation Amount:** $0.00 *
**Cust/Dlr Participation Amount:** $2,100.00
**Agreed upon Customer/Dealer Participation Amount:**

*** GM Participation in this repair outside of warranty is not recommended. If there are unusual circumstances which require factory involvement contact your District Manager Aftersales for pre-approval.**

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

GMC - Recall Question On A Vehicle I Own-Additional Info:I have a 2015 GMC Canyon . My Power steering has gone out twice while driving the the road. I know there has been a recall on 2,988 of them for this problem but when I contacted customer service I was told that my truck is not in the recall. I'm upset about this and want to know if there's anyone else I can speak with?

Connecting... An agent will be with you shortly.

Caller English

System [2:22:54 PM]:

Welcome to chat.

Santana [2:23:07 PM]:

Thank you for contacting GMC Customer Assistance Center, Lauren. Your safety is very important to us, please remember not to use any hand held devices while driving. My name is Santana. Would you please provide me 1-2 minutes to review the information you have provided?

Santana [2:24:47 PM]:

Thank you for your patience. I do apologize to hear that you are experiencing this concern with your power steering and that your vehicle was not included in the recall. Although you may have heard vehicles of same make and model being recalled, not all vehicles may have been impacted. Recalls are VIN specific and your vehicle does not contain the defective part. GM is able to determine this by conducting extensive research and taking many factors into account. These factors include where the vehicle was manufactured, at what time the vehicle was produced, and what parts were used in the production. All these factors play a role, as different groups of parts are sent to different plants to be put into vehicles at different times. Your vehicle was determined not to be included in the group of vehicle affected by the defective parts. We can reassure you that by law, if there is a Safety Recall on your vehicle, GM will notify you by mail with the details. You may also check your VIN online anytime for Recalls on your vehicle at www.my.gm.com/recalls.

Santana [2:25:07 PM]:

To clarify, have you had this concern diagnosed by a GM dealership to determine the cause and what repairs are needed?

Caller [redacted] left the call.

Call Disconnected.