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/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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through June 30, 2020. 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 June 30, 2020 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.

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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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 <insert 1 year, 2019>. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

June 2018

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SEP/26/2018/WED 10:39 AM FAX No. P. 050

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

Dear General Motors Customer:

We have learned that your 2015 model year Chevrolet Colorado and GMC Canyon vehicles may have been built with a connector between the electric power steering motor and torque sensor that has a potential for fretting corrosion. If this condition exists, power steering may be lost, and the driver may experience unanticipated increased steering effort as the vehicle reverts to manual steering. A chime will also sound in the vehicle, and a "Service Power Steering" message will appear on the Driver Information Center (DIC). Manual steering functionality will be maintained but will require additional effort, particularly at lower speeds.

Your satisfaction with your [vehicle name] 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 replace the complete power steering rack assembly. This service will be performed for you at **no charge until June 30, 2020**. 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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

Reimbursement: 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 condition described in this letter, 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. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by June 30, 2019, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
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 GM vehicle [or if only one model involved, list name] provides you many miles of enjoyable driving.

Neelie O'Connor

Executive Director

North America Contact Center Operations

Enclosure

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SEP/26/2018/WED 10:39 AM FAX No. P. 051

18027

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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SEP/26/2018/WED 10:40 AM FAX No. P. 052

Customer Concern Verification Sheet — Brakes / Steering / Suspension / Tires / Wheels

System and Components — Check All That Apply				
Antilock Brake System (ABS) ____	Brakes ____	Park Brake ____	Electronic Suspension Control ____	StabiliTrak® System ____
Steering K PS	Suspension ____ cuts out while driving	Tires ____	Tire Pressure Monitor (TPM) ____	Traction Control System (TCS) ____
Vehicle Electronic Stability (VES) System ____	Vehicle Stability Enhancement System (VSES) ____	Wheels ____	Wheel Alignment ____	Other (Describe)

Instrument Illumination, Messages and Audible Warnings — Check All That Apply				
ABS Yellow Light is ON ____	Brake Audible Warning is Active ____	Brake System Red Warning Light is ON ____	Service Brakes Soon Message is Displayed ____	Service Brake System Message is Displayed ____
StabiliTrak® Light is ON ____	StabiliTrak® OFF Message is Displayed ____	Service StabiliTrak® Message is Displayed ____	Service Suspension System Message is Displayed ____	Service Traction Control Message is Displayed ____
TRAC OFF Indicator is ON ____	Tire Learning Active Message is Displayed Continuously ____	Tire Pressure Monitor (TPM) Light is ON ____	Service Tire Monitor System Message is Displayed ____	Other (Describe)

Symptoms — Check All That Apply				
Brake Noise: Chirp____ Grind____ Squeak____ Squeal____ Other____ Left Front ____ Right Front ____ Left Rear ____ Right Rear ____			Brake Pedal Exhibits: Excessive Travel ____ Hard Pedal ____ Soft Pedal ____	
Brake Pulsation When Stopping: Left Front ____ Right Front ____ Left Rear ____ Right Rear ____			Park Brake: Does Not Hold Vehicle in Place ____ Will Not Apply ____ Will Not Release ____	
Vehicle Ride Quality: Rides Hard ____ Rides Soft ____	Shimmy / Vibration: Left Front ____ Right Front ____ Left Rear ____ Right Rear ____ Floor ____ Seat ____ Steering Wheel ____			Vehicle Dog Tracks ____
Poor Steering Wheel Return After Cornering ____	Steering Wheel is Off Center ____	Vehicle Continues to Steer in Direction of Previous Turn ____	High Steering Effort Required ____	Vehicle Wanders to the Left ____ Vehicle Wanders to the Right ____
Suspension Bottoms Out ____	Suspension Noise: Groan ____ Pop ____ Slam ____ Squeak ____ Rattle ____ Other (Describe)			
Vehicle Sits Uneven: Left Front ____ Right Front ____ Left Rear ____ Right Rear ____ Left Side ____ Right Side ____			Tires Leak Air: Left Front ____ Right Front ____ Left Rear ____ Right Rear ____ Spare ____	
Tires Are Noisy: Left Front ____ Right Front ____ Left Rear ____ Right Rear ____		Tires Have Uneven Wear: Left Front ____ Right Front ____ Left Rear ____ Right Rear ____		
Vehicle Pulls When Accelerating: Pulls to the Left ____ Pulls to the Right ____		Vehicle Pulls When Stopping: Pulls to the Left ____ Pulls to the Right ____ Pulls Side to Side ____		
Vehicle Sustained Road Debris Impact Damage ____	Vehicle Leans or Sways in Corners ____	Wheels: Appearance ____ Bent ____ Damaged ____		Other (Describe)

SEP/26/2018/WED 10:40 AM FAX No. P. 053

Customer Concern Verification Sheet — Brakes / Steering / Suspension / Tires / Wheels (cont'd)

System and Components — Check All That Apply				
Weather and Environment Conditions — Check All That Apply				
Any Environment ____	Cold Days ____	Dry Roads ____	Dusty Environment ____	Hot Days ____
Icy Conditions ____	Salty Environment ____	Snowy Conditions ____	Wet Roads ____	Other (Describe)
Operating Conditions — Check All That Apply				
When Did the Concern Start	How Long Does it Last	How Often Does It Occur	What Makes it Start (Describe)	What Makes It Stop (Describe)
This Section Is For Dealer Use Only: VIN: 1GTG6CE3[redacted] (km): 18747 Technician #: 139934 Advisor #: 14552-1				

N/A

SEP/26/2018/WED 10:40 AM FAX No. P. 054

GMC Certified Service

REQUEST FOR EXCESSIVE RENTAL
(EXTENDED TIME DOCUMENTATION)

BAC:	BAC	Dealership Name:	Patriot Buick GMC		
VIN:	VIN 1GTG6CE31F [redacted]			Mileage:	18 747
Job Card # :	[redacted]			JC Date:	8/31/18
Customer Name:	Customer Name [redacted]				
Date/Time Rental received by Customer:		DATE:	Date 8/31/17	TIME:	Time 7:50 am
CSO-3 DATE:		~~SPAC~~ TAC CASE :	[redacted]		

PART #'S ORDERED	#	#
#	#	#

Why Was It Necessary To Cso-3 Parts?	DAILY SEQUENCE OF EVENTS Reproduce as needed if beyond 6 + days
DAY 1:	Diagnostic 8/31
DAY 2:	Weekend 9/1
DAY 3:	weekend 9/2
DAY 4:	Holiday. TAC Not open 9/3
DAY 5:	TAC Request Customer Concern Verification Sheet 9/4
DAY 6:	5430922 Connector Reconnected 9/5

TAC CASE # :	Click here to enter text.
Service Manager signature	Date

7421770
1.6
Diag. 3

[redacted]

SEP/26/2018/WED 10:40 AM FAX No. P. 055

[redacted]

[redacted]

[redacted]

135435

RACHEL 145527 303 07/20/18

CELL: [redacted]

8,004 / 7988X

[redacted]

BOYERTOWN, PA [redacted]

15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

1 G T G 6 C E 3 1 F 1 [redacted]

07/20/18

E# 3.6L V6 GAS MO: 8004

PAYMENT METHOD		TOTAL LABOR....	0.00
[ ] Cash [ ] C/Card	[ ] Check#	TOTAL PARTS....	0.00
[ ] Charge Recv by:	Date: ...../...../.....	TOTAL SUBLET...	0.00
[ ] WARRANTY SURVEY REVIEWED INT		TOTAL G.O.G....	0.00
		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE $	**0.00**

OUR GOAL IS COMPLETE SATISFACTION!
IF FOR ANY REASON YOU ARE NOT 100% COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE, PLEASE CALL JAMES FROEBE, YOUR SERVICE DIRECTOR AT 610-367-2961

[redacted]

PAGE 2 OF 2 SERVICE FILE COPY [END OF INVOICE] 04:32pm

[redacted]

[redacted]

135435

[redacted]

BOYERTOWN, PA [redacted]

[redacted]

RACHEL 145527 303 07/20/18

CELL: [redacted]

8,004 / 7988X

15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

1 G T G 6 C E 3 1 F 1 [redacted]

07/20/18

E# 3.6L V6 GAS MO: 8004

LABOR----------

J# 1 00RNZ01 MULTI PT INSPECT TECH(S): 144SSA INTERNAL

PERFORM MULTI POINT INSPECTION AT NO CHARGE AND ADVISE
CUSTOMER AS TO CONDITION OF VEHICLE:
$49.95 SAVINGS
PERFORMED MULTI POINT INSPECTION, PLEASE SEE INVOICE FOR
ANY RECOMMENDED REPAIRS OR MAINTENANCE.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 88NZ CAMPAIGN TECH(S): 144SSA WARRANTY

RECALL-18079
vehicles may have been built with a connector between the
electric power steering motor and torque sensor that has a
potential for fretting corrosion
R&R complete power steering rack assembly
programmed power steering control module claim # 3192A
setup power steering control module 3 times claim # FD92F
performed steering angle relearn procedure through GDS
performed vehicle wheel alignment
#18027: - Power Steering Loss of Assist

9103710
1.7 .7

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	84168691	GEAR 6.508		WARRANTY
	-1	84168691	CORE RETURN		WARRANTY
	2	11589279	8.900		WARRANTY
	2	11570509	BOLT 5.806		WARRANTY
	1	11610555	BOLT 6.525		WARRANTY
	2	11609283	NUT 8.917		WARRANTY
			TOTAL - PARTS		0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

SEP/26/2018/WED 10:41 AM FAX No. P. 057

RO NUMBER: [redacted] RO DATE: 07/20/2018 TRANS TYPE: ZFAT CATEGORY:
JOB: 2 LABOR OP: 9103710 AUTH#: SRC: DD
VIN: 1GTG6CE31F1[redacted] ODOMETER: 8004 ERA CLAIM #: 186004-2
OEM SAP TRANSACTION NUMBER: 001372119959 OEM VERSION: 0002

RETURNED:
AMOUNT: 0.00 REASON:

DISPOSITION:
STATUS: ACCEPTED AND PAID CODE: REASON:

PART RETURN REQUIRED: NO

REVERSAL REASON:

PAYMENT: 1554.99

	PENDING/ APPROVED AMOUNT	PENDING/ APPROVED TAXES
CLAIM:	1554.99	0.00
LABOR:	210.95	0.00
PARTS:	686.71	0.00
HANDLING:	657.33	
NET ITEMS:	0.00	0.00

ADJUSTMENTS: NO

WARRANTY NOTES: 20180721, 09:47, DD, , IC, 0001,

686.71
657.33
1344.04

0 0

PATRIOT BUICK GMC

[redacted]

Routes 73 & 100 P.O. Box 545
BOYERTOWN, PA 19512
(610) 326-6320 (610) 367-2961 (610) 689-5800

WAB

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	[redacted]	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/10/16		7414	138672	289	W	88PNZ4	RECALL CAMPAIGN
07/22/16		5774	138345	289	I	00PNZ01	MULTI PT. INSPECT
06/04/16		5101	138672	898	W	88PNZ	CAMPAIGN
				398	I	00PNZ01	MULTI PT. INSPECT
				139	W	00PNZ060743	2014/15 GMC MAINT.
				139	I	00PNZ01	MULTI PT. INSPECT

SALESPERSON NO. 143783 MICHAEL S. HOLMWOOD **SERVICE** STATE REG# BC39

CASH
VISA
M/C
CHARGE
CHECK
OK'D
BY
CALL WH

VEHICLE ID NO. [redacted]
YEAR/MAKE/MODEL 15/GMC/CANYON/4WD CREW CAB 14
PRODUCTION DATE
STOCK NO. 7988X
LICENSE NO. [redacted]
CUSTOMER NO. 135435
SERVICE CONTRACT
DELIVERY DATE 12/31/17
DELIVERY MILES 12,106
SELLING DEALER NO.
R.O. DATE 07/20/18
COLOR
CONTRACT NO. 1
EXPIRATION DATE 12/27/23
EXPIRATION MILES 97,106
TAG NO. 303
TURBO N | M/C PNZZ | AIR COND. Y | P.S. Y | A
MILEAGE 8,004
ADVISOR NO. 145527
ADVISOR RACHEL

[redacted] BOYERTOWN, PA

YES
09:02am 07/20/18 09:00pm 4

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft, or other cause beyond your control; that an express mechanic's lien is hereby [redacted] above vehicle to secure the amount of repairs thereto; that your employees or the purpose of testing and/or inspecting such vehicle.

APPOINTMENT Yes No
E# 3.6L V6 GAS
LABOR RATE
JOB [redacted]

	ORIGINAL CUSTOMER ESTIMATE	TOTAL
X		
1	I 00PNZ01 MULTI PT INSPECT PERFORM MULTI POINT INSPECTION AT NO CHARGE AND ADVISE CUSTOMER AS TO CONDITION OF VEHICLE $49.95 SAVINGS	
2	W 88PNZ CAMPAIGN RECALL 18079	

POLICY NO.
INS. CO.
EXP. DATE

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS, BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF $

CUSTOMER SIGNATURE

ORIGINAL AUTHORIZATION	CUSTOMER'S ACCEPTANCE	AUTHORIZED ADDITIONS
$	INITIAL HERE	$

DATE TIME
AUTHORIZED BY
EMPLOYER

- ☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
- ☐ I AUTHORIZE THE ABOVE REPAIRS UP TO $
- ☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES $

INITIAL YOUR CHOICE

The factory warranty contained in or the warranties with respect to the sale of this merchandise. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this merchandise.

ALL PARTS ARE NEW OR REMANUFACTURED EXCEPT AS NOTED

TIRE WEAR REMAINING	LF	RF	LR	RR
BRAKE LINING/ DISC. REMAINING	LF	RF	LR	RR

MILEAGE OUT
R.O. DATE OUT

[redacted]

PAGE 1 OF 1

SERVICE FILE COPY

[redacted]

2018/WED 10:41 AM FAX No. P. 059

QTY.	PARTS NEEDED	PART $	HOURS	LABOR $	TOTAL	COMPLAINT	TIME CLOCK
						CAUSE	ON
							OFF
							ON
							OFF
						REMEDY	ON

QTY.	PARTS NEEDED	PART $	HOURS	LABOR $	TOTAL	COMPLAINT	OFF
						CAUSE	ON
							OFF
							ON
							OFF
						REMEDY	ON

QTY.	PARTS NEEDED	PART $	HOURS	LABOR $	TOTAL	COMPLAINT	OFF
						CAUSE	ON
							OFF
							ON
							OFF
						REMEDY	ON

QTY.	PARTS NEEDED	PART $	HOURS	LABOR $	TOTAL	COMPLAINT	OFF
						CAUSE	ON
							OFF
							ON
							OFF
						REMEDY	ON

QTY.	PARTS NEEDED	PART $	HOURS	LABOR $	TOTAL	COMPLAINT	OFF
						CAUSE	ON
							OFF
							ON
							OFF
						REMEDY	ON

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

For this vehicle:
→ View Vehicle Summary
→ Service Contract
→ Branded Title
→ Warranty Block
→ View Vehicle Build
→ View Vehicle Component Summary
→ View Vehicle Transaction History Detail
→ View Vehicle Delivery Information
→ Investigate Major Assembly History

Vehicle Information

VIN: 1GTG6CE31F1[redacted] Model: T2P43-2015 CANYON SLT/ALL TERRAIN/DENALI CREW CAB

Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: 1 Open

REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction Program	N172115610	18027	Power Steering Loss of Assist	06/21/2018	Open
Customer Satisfaction Program	2016019	16019	HVAC Module Temp Door	10/18/2016	Closed
Customer Satisfaction Program	2027620	27620	Incorrect Trailer Hitch	06/10/2016	Closed
Service Update Bulletins	N150671	15671	EXCESSIVE WIRING HARNESS LENGTH **EXPIRES WITH BASE WARRANTY**	01/14/2016	Closed
Customer Satisfaction Program	N150116	15116	HOOD STRIKER CORROSION/FRACTURE	11/25/2015	Closed
Service Update Bulletins	N150439	15439	LOSS OF ELECTRIC POWER STEERING ASSIST EXPIRES WITH BASE WARRANTY	09/21/2015	Closed
Service Update Bulletins	N150304	15304	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	Closed
Service Update Bulletins	N140856	14856	CONTACT BETWEEN ELECTRICAL HARNESS AND BRAKE LINE EXPIRES WITH BASE WARRANTY	07/10/2015	Closed
Product Safety Recall	N140888	14888	FRONT BRAKE CALIPER LEAK	05/19/2015	Closed
Noncompliance Recall	N150150	15150	FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY	05/08/2015	Closed
Service Update Bulletins	N140818	14818	BODY WIRE HARNESS CHAFE EXPIRES WITH BASE WARRANTY	04/22/2015	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-566-3600.

OnStar Equipped: Y
XM Equipped: Y
OnStar Vehicle Diagnostics: Y
XM Radio ID [redacted]
OnStar Status: Active
XM Status: Active
DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	11/14/2014	21 MI	11/14/2017	36,021 MI
✓	Corrosion Limited Warranty	11/14/2014	21 MI	11/14/2020	100,021 MI
✓	Emission Select State Component Ltd Wty	11/14/2014	21 MI	11/14/2021	70,021 MI
	Emission Limited Warranty	11/14/2014	21 MI	11/14/2017	50,021 MI
✓	Powertrain Limited Warranty	11/14/2014	21 MI	11/14/2019	100,021 MI
✓	Emission Select Component Ltd Wty	11/14/2014	21 MI	11/14/2022	80,021 MI
	GMC 2 Year Scheduled Maintenance	11/14/2014	21 MI	11/14/2016	24,021 MI
✓	Special Coverage 18029	11/14/2014	21 MI	11/14/2024	120,021 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
12/10/2016	[redacted]	ZFAT---Field Action Recall		9102676 - 202605 - Install Hex Head Worm Gear Clamp to Temperature Valve	7,414 MI
07/22/2016		ZFAT---Field Action Recall		9102216 - 2027620 - Inspect Only - No Repair Needed	5,774 MI
06/04/2016		ZREG---Regular Vehicle Transaction		0600743 - GMC 2 Year Maintenance	5,101 MI
06/04/2016		ZFAT---Field Action Recall		9101976 - 15671 - Inspect Cylinder Head To Harness Clearance	5,101 MI
12/18/2015		ZFAT---Field Action Recall		9101695 - N150304 - Transfer Case Shift Control Module Reprogramming with SPS	3,667 MI
12/18/2015		ZFAT---Field Action Recall		9101773 - N150439 - Power Steering Control Module Reprogramming with SPS	3,667 MI
12/18/2015		ZFAT---Field Action Recall		9101663 - N150116 - Hood Striker Kit Installation	3,667 MI
09/04/2015		ZFAT---Field Action Recall		9101640 - N140888 -Replace Front Brake Calipers (Incl. bleeding the hydraulic brake sys.and front caliper ins)	2,720 MI
08/06/2015		ZFAT---Field Action Recall		9101548 - N140858 - Reroute Chassis/Body Harness & Install Retaining Clips	4,501 MI
08/06/2015		ZFAT---Field Action Recall		9101513 - N150150 - Inspect Left and Right Front Seat Installation (No Further Action Required)	4,501 MI

08/06/2015	ZFAT---Field Action Recall	9101457 - N140818 - Body Wire Harness Inspection – No Further Action Required	4,501 MI
08/06/2015	ZREG---Regular Vehicle Transaction	0600743 - GMC 2 Year Maintenance	4,501 MI
10/28/2014	ZPDI---Pre-Delivery Inspection	0590052 - PDI Related Fluid Adds	3 MI
10/13/2014	ZPDI---Pre-Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	1 MI

Global Warranty Management Site Map

Privacy Policy | Terms of Use

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PATRIOT | BUICK | GMC

WALK AROUND FORM

DATE: 7/20

ADVISOR CHECKLIST...

- ☐ WALK AROUND VEHICLE WITH CUSTOMER
- ☐ CHECK TIRE DEPTH
- ☐ HAVE CUSTOMER SIGN

CUSTOMER SIG: _____

VIN# _____

MILEAGE: 18004

STATE INSPECTION DUE DATE: 12/18

MINIMUM TREAD DEPTH

4MM - REC TIRE TREAD DEPTH

INITIAL

NOTE BUMPS & BRUISES RC

__/__ LEFT FRT __/__ RIGHT FRT

__/__ LEFT REAR __/__ RIGHT REAR

	RIGHT	LEFT
TIRE WEAR FRONT:	☐	☐
TIRE WEAR REAR:	☐	☐

EVEN = E
UNEVEN = U

OLM% 70 90

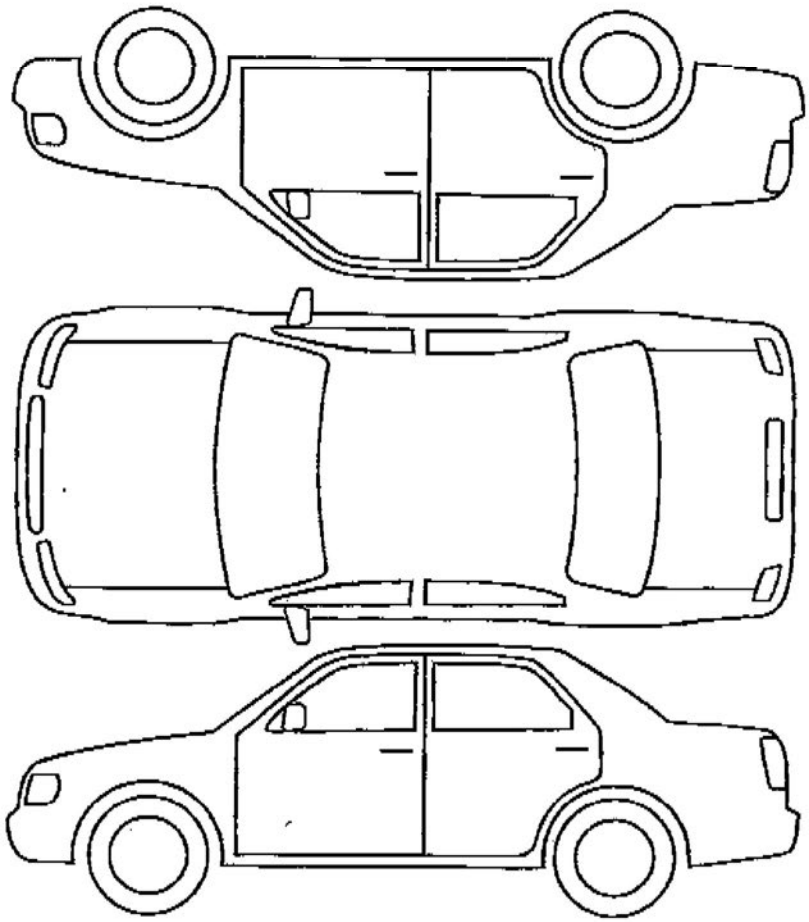
NITRO
☐ YES
☐ NO

TIRE SIZE: _____

WHEEL LOCKS?
☐ YES
☐ NO

WIPER CONDITION
☐ GOOD CONDITION
☐ POOR CONDITION

REMEMBER:
PLEASE KEEP ALL PERSONAL BELONGINGS WITH YOU WHILE YOUR CAR IS IN SERVICE.



SEP/26/2018/WED 10:44 AM FAX No. P. 064

Document ID: 5119534

#18027: Customer Satisfaction Program - Power Steering Loss of Assist - (Jun 27, 2018)

Subject: 18027 — Power Steering Loss of Assist

Models: 2015 Chevrolet Colorado
2015 GMC Canyon

Reference Number: N172115610	**Release Date:** June 2018
Revision:00	

Attention:	**This program is in effect until June 30, 2020.**

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2015	2015		
GMC	Canyon	2015	2015		

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 2015 model year Chevrolet Colorado and GMC Canyon vehicles may have been built with a connector between the electric power steering motor and torque sensor that has a potential for fretting corrosion. If this condition exists, power steering may be lost, and the driver may experience unanticipated increased steering effort as the vehicle reverts to manual steering. A chime will also sound in the vehicle, and a "Service Power Steering" message will appear on the Driver Information Center (DIC). Manual steering functionality will be maintained but will require additional effort, particularly at lower speeds.
Correction	Dealers are to replace the complete power steering rack assembly.

Parts Information

Quantity	Part Name	Part No.
1	Electric Belt Drive Rack and Pinion Steering Gear	84494275

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Quantity	Part Name	Part No.
1	Electric Belt Drive Rack and Pinion Steering Gear	84494276
2	Steering Gear Bolt	11589279
2	Steering Gear Bolt (Rear)	11570509
1	Upper Intermediate Steering Shaft Upper Bolt	11610555
2	Steering Linkage Outer Tie Rod Bolt	11609283

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Electronic Belt Drive Rack and Pinion Steering Gear to order.

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

Warranty Information

Labor Code	Description	Labor Time	Trans. Type	Net Item
9103709	Electric Belt Drive Rack & Pinion Steering Gear Replacement (2WD) ADD: Align front toe.	1.6 0.7	ZFAT	N/A
9103710	Electric Belt Drive Rack & Pinion Steering Gear Replacement (4WD) ADD: Align front toe	1.7 0.7	ZFAT	N/A
9103711	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZFAT	*
9103712	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

Note: To avoid having to "H" route the customer reimbursement / floor plan transaction for approval, it must be submitted prior to the repair transaction.

* For USA and Canada: 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

1. Replace the Electric Belt Drive Rack and Pinion Steering Gear. Refer to *Electric Belt Drive Rack and Pinion Steering Gear Replacement (2WD)* or *Electric Belt Drive Rack and Pinion Steering Gear Replacement (4WD)*.

Dealer Responsibility

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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/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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through June 30, 2020. 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 June 30, 2020 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.

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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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 <Insert 1 year, 2019>. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

June 2018

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

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Dear General Motors Customer:

We have learned that your 2015 model year Chevrolet Colorado and GMC Canyon vehicles may have been built with a connector between the electric power steering motor and torque sensor that has a potential for fretting corrosion. If this condition exists, power steering may be lost, and the driver may experience unanticipated increased steering effort as the vehicle reverts to manual steering. A chime will also sound in the vehicle, and a "Service Power Steering" message will appear on the Driver Information Center (DIC). Manual steering functionality will be maintained but will require additional effort, particularly at lower speeds.

Your satisfaction with your [vehicle name] 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 replace the complete power steering rack assembly. This service will be performed for you at **no charge until June 30, 2020**. 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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

Reimbursement: 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 condition described in this letter, 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. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by June 30, 2019, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
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 GM vehicle [or if only one model involved, list name] provides you many miles of enjoyable driving.

Neelie O'Connor

Executive Director

North America Contact Center Operations

Enclosure

18027

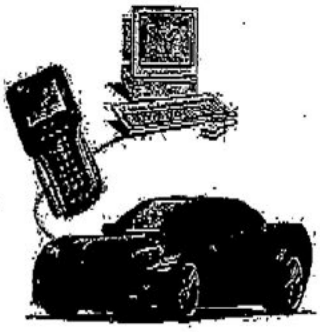
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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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J2534 Pass-Thru - Final Instructions



Action Complete

Power Steering Control Module - Programming (X43)
2018-07-20 14:33:44 -04:00

Warranty Claim Code: 3192A
Record this code on the warranty repair order (if applicable).

Important Notes/Remarks:

The Warranty Claim code is a required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim.
Warranty claim codes for prior VINS serviced may be retrieved through "Settings" at SPS start page.
Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Mandatory Controller Specific Instructions (to be respected):

M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector.

Print | VIN:1GTG5CE3[redacted] | Clear DTCs | Proceed with same VIN | New | Cancel

12234 Pass Thru: Final Instructions



Action Complete.

Power Steering Control Module - Setup (K43)
2018-07-20 14:36:01 -04:00

Warranty Claim Code: FD92F

Record this code on the warranty repair order (if applicable).

Important Notes/Remarks:

The Warranty Claim code is a required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim.

Warranty claim codes for prior VINS serviced may be retrieved through "Settings" at SPS start page.

Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Mandatory Controller Specific Instructions (to be respected):

M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector.

This Power Steering Control Module - Setup is REQUIRED to be performed 3 times. Once three Setup procedures have been complete

Print | Clear DTCs | Proceed with same VIN | New | Cancel

J2534 Pass Thru: Final Instructions



Action Complete

Power Steering Control Module - Setup (K46)
2018-07-20 14:41:29 -04:00

Warranty Claim Code: FD92F
Record this code on the warranty repair order (if applicable).

Important Notes/Remarks:
The Warranty Claim code is required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim.
Warranty claim codes for prior VINS serviced may be retrieved through "Settings" at SPS start page.
Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Mandatory Controller Specific Instructions (to be respected):

[M574]: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector.

This Power Steering Control Module - Setup is REQUIRED to be performed 3 times. Once three Setup procedures have been completed

VIN 4GTG6GE34[redacted]

Print | Clear DTCs | Proceed With same VIN | New | Cancel

J2534 Pass Thru: Final Instructions



Action Complete

Power Steering Control Module - Setup (K43)
2018-07-20 14:39:53 -04:00

Warranty Claim Code: FD92F
Record this code on the warranty repair order (if applicable).

Important Notes/Remarks:
The Warranty Claim code is a required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim.
Warranty claim codes for prior VINS serviced may be retrieved through "Settings" at SPS start page.
Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Mandatory Controller Specific Instructions (to be respected):

M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector.

This Power Steering Control Module - Setup is REQUIRED to be performed 3 times. Once these Setup procedures have been completed

Print | VIN:[redacted] | Clear DTCs | Proceed with same VIN | New | Cancel

[redacted]

[redacted]

[redacted]

135435 RACHEL 145527 303 07/23/18

CELL [redacted]

8,004 / 7988X

[redacted]

BOYERTOWN, PA [redacted] 15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

1 G T G 6 C E 3 1 F 1 [redacted]

07/20/18

[redacted] E# 3.6L V6 GAS MO: 8004

LABOR

J# 2 SERVICE CAMPAIGN HOURS 1.70 TECH(S) 144851 210.95

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
144851	07/20/18	10.50	12.40	1.90	0.00	HOLD OTHER
144851	07/20/18	13.90	15.30	1.40	0.00	HOLD OTHER
144851	07/20/18	0.00	0.00	0.00	1.70	ENTERED IN INVOICING
144851	07/20/18	16.40	16.40	0.00	0.00	FINISHED
		TOTAL TECH TIME		3.30	1.70	

RECALL-18027
vehicles may have been built with a connector between the electric power steering motor and torque sensor that has a potential for fretting corrosion
R&R complete power steering rack assembly
programmed power steering control module claim # 3192A
setup power steering control module 3 times claim # FD92F
performed steering angle relearn procedure through GDS
performed vehicle wheel alignment
#18027: - Power Steering Loss of Assist

PARTS

QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	84168691	GEAR 6.508	749.00	749.00	1441.43	1441.43
-1	84168691	CORE RETURN	150.00	-150.00	150.00	-150.00
2	11589279	8.900	3.66	7.32	7.16	14.32
2	11570509	BOLT 5.806	6.17	12.34	12.08	24.16
1	11610555	BOLT 6.525	2.20	2.20	4.31	4.31
2	11609283	NUT 8.917	2.51	5.02	4.91	9.82
		COST TOTAL		625.88		
				TOTAL - PARTS		1344.04

JOB# 2 TOTALS

LABOR	210.95
PARTS	1344.04
JOB# 2 JOURNAL PREFIX PNWS JOB# 2 TOTAL	1554.99
R/O TAX	0.00
R/O TOTALS	1554.99

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
186004-2	1435.92
CLAIM TOTALS	1435.92

APPROVED BY SIGNATURE

SEP/26/2018/WED 10:47 AM FAX No. P. 075

[redacted]

[redacted]

135425 RACHEL 145527 303 07/23/18

CELL [redacted]

[redacted] 8,004 / 7988X

BOYERTOWN, PA [redacted] 15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

[redacted] 1GTG6CE31F1[redacted]

07/20/18

E# 3.6L V6 GAS MO: 8004

JOB CARD [redacted]

VIN	1GTG6CE31F[redacted]	REPAIRING BAC	221763
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	07/20/2018
ODOMETER	8004	SERVICE ADVISOR GMIN	860832031
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZFAT		186004-2	001372119959	0002

JOB COMPLETION DATE: 07/20/2018
TECHNICIAN GMIN: 657823147

LABOR OPERATION	BASE HOURS
9103710	1.7

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: R&R complete power steering rack assembly programme d power steering control module claim # 3192A setup power steering control trol module 3 times claim # FD92F performed steering angle relearn procedu cedure through GDS performed vehicle wheel alignment #18027; - Power Steer teering Loss of Assist

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
11570509	2	6.17			
11589279	2	3.66			
11609283	2	2.51			
11610555	1	2.20			
84494276	1	599.00			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	599.09		
PARTS	625.88	0.00	1224.97
LABOR	210.95	0.00	210.95
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	1435.92	0.00	1435.92

SERVICE FILE COPY

[END OF INVOICE] 12:50pm

SEP/26/2018/WED 10:48 AM FAX No. P. 076

[redacted]

[redacted]

135435

[redacted]

BOYERTOWN, PA [redacted]

[redacted]

RACHEL 145527 2147 09/21/18

CELL [redacted]

18,879 / 7988X

15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

1 G T G 6 C E 3 1 F 1 [redacted]

09/07/18

E# 3.6L V6 GAS MO: 18879

LABOR----------

J# 2 15PN261 STEERING CONCERN HOURS: 2.00 TECH(S):139934 248.18

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
139934	09/12/18	8.00	10.90	2.90	0.00	FINISHED
139934	09/12/18	0.00	0.00	0.00	1.90	OVERRIDE IN INVOICING
139934	09/21/18	0.00	0.00	0.00	0.10	ENTERED IN INVOICING
		TOTAL TECH TIME		2.90	2.00	

C/S POWER STEERING CUTS OUT ON THEM WHILE DRIVING-CHECK AND ADVISE
tac case 8-4588355790 tech followed instructions to check terminal tension at all steering gear connector after all checked out good tac had tech replace steering gear.
LABOR CODE: 7421770 Electric Belt Drive Rack and Pinion Steering Gear Replacement, tech then preformed program and power steering control module setup. 3192A FD92F

PARTS-----QTY--FP-NUMBER----------DESCRIPTION---------U/COST---E/COST----U/PRICE

1	84494276	GEAR 6.508	659.83	659.83	1291.42	1291.42
2	11589279	BOLT 8.900	3.66	7.32	7.16	14.32
2	11570509	BOLT 5.806	6.17	12.34	12.08	24.16
1	11610555	BOLT 6.525	2.20	2.20	4.31	4.31
2	11609283	NUT 8.917	2.51	5.02	4.91	9.82
1	12474081	CLAMP 5.586	4.54	4.54	8.89	8.89
			COST TOTAL	691.25		
					TOTAL - PARTS	1352.92

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

15452 09/13/18 warranty 190.00

TOTAL - SUBLET 190.00

JOB# 2 TOTALS----------

LABOR	248.18
PARTS	1352.92
SUBLET	190.00

JOB# 3 CHARGES---------- JOB# 2 JOURNAL PREFIX PNWS JOB# 2 TOTAL 1791.10

LABOR----------

J# 3 88PN2 CAMPAIGN HOURS: 0.00 TECH(S):139934 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
139934	09/12/18	13.60	13.60	0.00	0.00	FINISHED
139934	09/12/18	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

R/O TAX	0.00
R/O TOTALS	1791.10

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#..... TOTAL....

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 10:59am

[redacted]

[redacted]

135435

[redacted]

BOYERTOWN, PA [redacted]

[redacted]

RACHEL 145527 2147 09/21/18

CELL [redacted]

18,879 / 7988X

15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

1 G T G 6 C E 3 1 F [redacted]

09/07/18

E# 3.6L V6 GAS

MO: 18879

WARRANTY CLAIM DETAIL TOTALS

CLAIM#.....	TOTAL....
[redacted]	1601.10
CLAIM TOTALS	1601.10

APPROVED BY SIGNATURE

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 10:59am

[redacted]

[redacted]

135435 RACHEL 145527 2147 09/21/18 CELL [redacted]

[redacted] 18,879 / 7988X

BOYERTOWN, PA [redacted] 15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

[redacted] 1 G T G 6 C E 3 1 F 1 [redacted] 09/07/18

E# 3.6L V6 GAS MO: 18879

JOB CARD [redacted]

VIN	1GTG6CE31F[redacted]	REPAIRING BAC	221763
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/07/2018
ODOMETER	18879	SERVICE ADVISOR GMIN	860832031
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		187407-2	001377742157	0001

JOB COMPLETION DATE: 09/12/2018
TECHNICIAN GMIN: 257086986

LABOR OPERATION	BASE HOURS	DIAGNOSIS
7421770	1.7	0.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0312
COMPLAINT DESCRIPTION: C/S POWER STEERING CUTS OUT ON THEM WHILE DRIVING-CH ECK AND ADVISE

CAUSE CODE: 6051
CAUSE DESCRIPTION: tac case 8-4588355790 tech followed instructions to chec k terminal tension at all steering gear connector after all checked out go t good tac had tech replace steering gear.

CORRECTION DESCRIPTION: LABOR CODE: 7421770 Electric Belt Drive Rack and Pi nion Steering Gear Replacement, tech then preformed program and power stee steering control module setup. 3192A FD92F

CAUSAL PART: 84494276

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
11570509	2	6.17			
11589279	2	3.66			
11609283	2	2.51			
11610555	1	2.20			
12474081	1	4.54			
84494276	1	659.83			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	661.67		
PARTS	691.25	0.00	1352.92
LABOR	248.18	0.00	248.18
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	1601.10	0.00	1601.10

ACCOUNTING COPY

[END OF INVOICE] 10:59am

SEP/26/2018/WED 10:48 AM FAX No. P. 079

[redacted]

[redacted]

125425

[redacted]

RACHEL 145527 2147 09/21/18

CEL [redacted]

18,879 / 7988X

BUYERTOWN, PA [redacted]

15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

1 G T G 6 C E 3 1 F 1 [redacted]

09/07/18

E# 3.6L V6 GAS MO: 18879

J# 2 45PNZ01 STEERING CONCERN HOURS 2.90 TECH(S): 139934 248.18

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
139934	09/12/18	8.00	10.90	2.90	0.00	FINISHED
139934	09/12/18	0.00	0.00	0.00	1.90	OVERRIDE IN INVOICING
139934	09/21/18	0.00	0.00	0.00	0.10	ENTERED IN INVOICING
		TOTAL TECH TIME		2.90	2.00	

C/S POWER STEERING CUTS OUT ON THEM WHILE DRIVING-CHECK AND ADVISE
tac case 8-4588355790 tech followed instructions to check terminal tension at all steering gear connector after all checked out good tac had tech replace steering gear.
LABOR CODE: 7421770 Electric Belt Drive Rack and Pinion Steering Gear Replacement, tech then preformed program and power steering control module setup. 3192A FD92F

PARTS-----QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	84494276	GEAR 6.508	659.83	659.83	1291.42	1291.42
2	11589279	BOLT 8.900	3.66	7.32	7.16	14.32
2	11570509	BOLT 5.806	6.17	12.34	12.08	24.16
1	11610555	BOLT 6.525	2.20	2.20	4.31	4.31
2	11609283	NUT 8.917	2.51	5.02	4.91	9.82
1	12474081	CLAMP 5.586	4.54	4.54	8.89	8.89
			COST TOTAL	691.25		
					TOTAL - PARTS	1352.92

SUBLET-----PO#-------VEND INV#-INV.DATE-DESCRIPTION----------

15452 09/13/18 Warranty 190.00

TOTAL - SUBLET 190.00

JOB# 2 TOTALS----------

LABOR	248.18
PARTS	1352.92
SUBLET	190.00

JOB# 3 CHARGES---------- JOB# 2 JOURNAL PREFIX PNWS JOB# 2 TOTAL 1791.10

LABOR----------

J# 3 45PNZ CANYON HOURS 0.00 TECH(S): 139934 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
139934	09/12/18	13.60	13.60	0.00	0.00	FINISHED
139934	09/12/18	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

R/O TAX	0.00
R/O TOTALS	1791.10

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#..... TOTAL....

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 10:59am

[redacted]

[redacted]

135435 RACHEL 145527 2147 09/21/18 CELL [redacted]

[redacted] 18,879 / 7988X

BUYERTOWN, PA [redacted] 15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

[redacted] 1 G T G 6 C E 3 1 F 1 [redacted] 09/07/18

E# 3.6L V6 GAS MO: 18879

CLAIM#	TOTAL
[redacted]	1601.10
CLAIM TOTALS	1601.10

APPROVED BY SIGNATURE

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 10:59am

[redacted]

[redacted]

135435

[redacted]

BOYERTOWN, PA

[redacted]

RACHEL 145527 2147 09/21/18

CELL [redacted]

18,879 / 7988X

15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

1 G T G 6 C E 3 1 F 1 [redacted]

09/07/18

E# 3.6L V6 GAS MO: 18879

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GTG6CE31F1[redacted]	REPAIRING BAC	221763
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/07/2018
ODOMETER	18879	SERVICE ADVISOR GMIN	860932031
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		187407-2	001377742157	0001

JOB COMPLETION DATE: 09/12/2018
TECHNICIAN GMIN: 257086986

LABOR OPERATION	BASE HOURS	DIAGNOSIS
7421770	1.7	0.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0312
COMPLAINT DESCRIPTION: C/S POWER STEERING CUTS OUT ON THEM WHILE DRIVING-CH ECK AND ADVISE

CAUSE CODE: 6051
CAUSE DESCRIPTION: tac case 8-4588955790 tech followed instructions to chec k terminal tension at all steering gear connector after all checked out go t good tac had tech replace steering gear.

CORRECTION DESCRIPTION: LABOR CODE: 7421770 Electric Belt Drive Rack and Pi nion Steering Gear Replacement, tech then preformed program and power stee steering control module setup. 3192A FD92F

CAUSAL PART: 84494276

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
11570509	2	6.17			
11589279	2	3.66			
11609283	2	2.51			
11610555	1	2.20			
12474081	1	4.54			
84494276	1	659.83			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	661.67		
PARTS	691.25	0.00	1352.92
LABOR	248.18	0.00	248.18
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	1601.10	0.00	1601.10

SERVICE FILE COPY

[END OF INVOICE] 10:59am

SEP/26/2018/WED 10:49 AM FAX No. P. 082

[redacted]

[redacted]

135435

[redacted]

BOYERTOWN, PA [redacted]

[redacted]

RACHEL 145527 2147 09/21/18

CEL [redacted]

18,879 / 7988X

15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

1 G T G 6 C E 3 1 F 1 [redacted]

09/07/18

E# 3.6L V6 GAS

MO: 18879

LABOR

OP 1 OPPI201 MULTI PT INSPECTN HOURS 0.00 TECH(S) 139934 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
139934	09/12/18	10.90	10.90	0.00	0.00	FINISHED
139934	09/12/18	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

PERFORM MULTI POINT INSPECTION AT NO CHARGE AND ADVISE CUSTOMER AS TO CONDITION OF VEHICLE.
$49.95 SAVINGS
PERFORMED MULTI POINT INSPECTION, PLEASE SEE INVOICE FOR ANY RECOMMENDED REPAIRS OR MAINTENANCE.

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT..
7988X		

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	0.00
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

APPROVED BY SIGNATURE

PAGE 1 OF 1

SERVICE FILE COPY

[END OF INVOICE] 10:59am

[redacted]

[redacted]

135435

[redacted]

BOYERTOWN, PA [redacted]

[redacted]

RACHEL 145527 2147 09/21/18

CELL [redacted]

18,879 / 7988X

15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

1 G T G 6 C E 3 1 F 1 [redacted]

09/07/18

E# 3.6L V6 GAS MO: 1887

JOB# 1 CHARGES

LABOR

J# 1 JOBN201 - MULTI PT INSPECT - HOURS - 0.00 TECH(S) 139934 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
139934	09/12/18	10.90	10.90	0.00	0.00	FINISHED
139934	09/12/18	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

PERFORM MULTI POINT INSPECTION AT NO CHARGE AND ADVISE CUSTOMER AS TO CONDITION OF VEHICLE.
$49.95 SAVINGS
PERFORMED MULTI POINT INSPECTION, PLEASE SEE INVOICE FOR ANY RECOMMENDED REPAIRS OR MAINTENANCE.

TOTALS

CONTROL# 7988X ACCOUNT NUMBER AMOUNT..

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	0.00
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

APPROVED BY SIGNATURE

ACCOUNTING COPY

[END OF INVOICE] 10:59am

[redacted]

[redacted]

135435

[redacted]

BOYERTOWN, PA [redacted]

[redacted]

RACHEL 145527 2147 09/13/18 P

CELL: [redacted]

18,879 / 7988X

15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

1 G T G 6 C E 3 1 F 1 [redacted]

09/07/18

E# 3.6L V6 GAS MO: 18879

LABOR----------

J# 1 60PNZ01 MULTI PT INSPEC TECH(S):139934 INTERNAL

PERFORM MULTI POINT INSPECTION AT NO CHARGE AND ADVISE CUSTOMER AS TO CONDITION OF VEHICLE.
$49.95 SAVINGS
PERFORMED MULTI POINT INSPECTION, PLEASE SEE INVOICE FOR ANY RECOMMENDED REPAIRS OR MAINTENANCE.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 4SPNZ01 STEERING CONCERN TECH(S):139934 WARRANTY

C/S POWER STEERING CUTS OUT ON THEM WHILE DRIVING-CHECK AND ADVISE
tac cas[redacted] tech followed instructions to check terminal tension at all steering gear connector after all checked out good tac had tech replace steering gear.
LABOR CODE: 7421770 Electric Belt Drive Rack and Pinion Steering Gear Replacement, tech then preformed program and power steering control module setup. 3192A FD92F

7421770
1.7 3

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		84494276	GEAR 6.508		WARRANTY
	2		11589279	BOLT 8.900		WARRANTY
	2		11570509	BOLT 5.806		WARRANTY
	1		11610555	BOLT 6.525		WARRANTY
	2		11609283	NUT 8.917		WARRANTY
	1		12474081	CLAMP 5.586		WARRANTY
				TOTAL - PARTS		0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 88PNZ CAMPAIGN TECH(S):139934 WARRANTY

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL 0.00

SEP/26/2018/WED 10:50 AM FAX No. P. 085

[redacted]

[redacted]

135435	RACHEL	145527	2147	09/13/18	CELL: [redacted]
[redacted]		18,879 /			7988X
BOYERTOWN, PA [redacted]	15/GMC/CANYON/4WD CREW CAB 14			12/31/17	12,106
[redacted]	1 G T G 6 C E 3 1 F 1 [redacted]				
				09/07/18	
	E# 3.6L V6 GAS				MO: 1887

$$$

PAYMENT METHOD

[ ] Cash [ ] C/Card .... [ ] Check# ....

[ ] Charge Recv by: .... Date: ...../...../.....

[ ] WARRANTY SURVEY REVIEWED INT .....

$$$

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX......	0.00
TOTAL INVOICE $	**0.00**

OUR GOAL IS COMPLETE SATISFACTION!
IF FOR AND REASON YOU ARE NOT 100% COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE, PLEASE CALL JAMES FROEBE, YOUR SERVICE DIRECTOR AT 610-367-2961
THANK YOU FOR YOUR BUSINESS!!!

Picked up After hrs

CUSTOMER SIGNATURE

2.0

1601.44

SERVICE FILE COPY

[END OF INVOICE] 08:11am

PATRIOT GMC

187407

Routes 73 & 100 P.O. Box 545
BOYERTOWN, PA 19512
(610) 326-6320 (610) 367-2961 (610) 689-5800

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/20/18	[redacted]	8004	145527	144851	I	00PNZ01	MULTI PT INSPECT*
12/10/16				144851	W	88PNZ	CAMPAIGN
		7414	138672	289	W	88PNZ4	RECALL CAMPAIGN
07/22/16				289	I	00PNZ01	MULTI PT INSPECT*
		5774	138345	398	W	88PNZ	CAMPAIGN
				398	I	00PNZ01	MULTI PT INSPECT*

SALESPERSON NO. 143783 MICHAEL S. HOLMWOOD

SERVICE

STATE REG# BC39

CASH ☐ VISA ☐ M/C ☐ CHARGE ☐ CHECK ☐ OK'D BY

VEHICLE ID NO. 1GTG6CE31F1[redacted]

YEAR/MAKE/MODEL 15/GMC/CANYON/4WD CREW CAB 14

PRODUCTION DATE

STOCK NO. 7988X

LICENSE NO. [redacted]

CUSTOMER NO. [redacted] SERVICE CONTRACT

DELIVERY DATE 12/31/17

DELIVERY MILES 12,106

SELLING DEALER NO.

P. O. DATE 09/07/18

COLOR

CONTRACT NO. 1

EXPIRATION DATE 12/27/23

EXPIRATION MILES 97,106

RO NO. 2147

TURBO	MFG.	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	PNZZ	Y	Y	A	18,879	145527	RACHEL

CALL WHEN ☐ YES ☐

RESIDENCE PHONE [redacted]

12:39pm 09/07/18 PROMISED 12:45pm PRIORITY 4

APPOINTMENT ☐ Yes ☒ No

E# 3.6L V6 GAS
CELL: 610-656-0831

LABOR RATE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, whether caused by fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on test or inspection as may be necessary. [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 I 00PNZ01 MULTI PT INSPECT

PERFORM MULTI POINT INSPECTION AT NO CHARGE AND ADVISE CUSTOMER AS TO CONDITION OF VEHICLE.
$49.95 SAVINGS

2 W 15PNZ01 STEERING CONCERN

C/S POWER STEERING CUTS OUT ON THEM WHILE DRIVING-CHECK AND ADVISE 3192A 8-45883557 90

3 W 88PNZ CAMPAIGN

FD92F

[redacted]

INS. CO. EXP. DATE

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS, BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF $

CUSTOMER SIGNATURE

ORIGINAL AUTHORIZATION	CUSTOMER'S ACCEPTANCE	AUTHORIZED ADDITIONS
$	INITIAL HERE	$

DATE TIME

AUTHORIZED BY

EMPLOYER

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
☐ I AUTHORIZE THE ABOVE REPAIRS UP TO $
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES $

INITIAL YOUR CHOICE

The factory warranty set forth is all of the warranties with respect to the sale of this automobile. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this automobile.

ALL PARTS ARE NEW OR REMANUFACTURED EXCEPT AS NOTED

TIRE WEAR REMAINING	LF	RF	LR	RR
BRAKE LINING/ DISC. REMAINING	LF	RF	LR	RR

MILEAGE OUT

R.O. DATE OUT

V39934 [redacted]

RANDY A SMITH

[redacted]

PAGE 1 OF 1

SERVICE FILE COPY

187407

SEP/26/2018/WED 10:50 AM FAX No. P. 087

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

For this vehicle:
→ View Vehicle Summary
→ Service Contract
→ Branded Title
→ Warranty Block
→ View Vehicle Build
→ View Vehicle Component Summary
→ View Vehicle Transaction History Detail
→ View Vehicle Delivery Information
→ Investigate Major Assembly History

Vehicle Information

VIN: 1GTG6CE31F1[redacted]
Model: T2P43-2015 CANYON SLT/ALL TERRAIN/DENALI CREW CAB
Service Contract: No Branded Title: No Warranty Block: No
PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction Program	N172115810	18027	Power Steering Loss of Assist	06/21/2018	Closed
Customer Satisfaction Program	2016019	16019	HVAC Module Temp Door	10/18/2016	Closed
Customer Satisfaction Program	2027620	27620	Incorrect Trailer Hitch	06/10/2016	Closed
Service Update Bulletins	N150671	15671	EXCESSIVE WIRING HARNESS LENGTH **EXPIRES WITH BASE WARRANTY**	01/14/2016	Closed
Customer Satisfaction Program	N150116	15116	HOOD STRIKER CORROSION/FRACTURE	11/25/2015	Closed
Service Update Bulletins	N150439	15439	LOSS OF ELECTRIC POWER STEERING ASSIST EXPIRES WITH BASE WARRANTY	09/21/2015	Closed
Service Update Bulletins	N150304	15304	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	Closed
Service Update Bulletins	N140856	14856	CONTACT BETWEEN ELECTRICAL HARNESS AND BRAKE LINE EXPIRES WITH BASE WARRANTY	07/10/2015	Closed
Product Safety Recall	N140888	14888	FRONT-BRAKE CALIPER LEAK	05/19/2015	Closed
Noncompliance Recall	N150150	15150	FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY	05/08/2015	Closed
Service Update Bulletins	N140818	14818	BODY WIRE HARNESS CHAFE EXPIRES WITH BASE WARRANTY	04/22/2015	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y
XM Equipped: Y
OnStar Vehicle Diagnostics: Y
XM Radio ID: DUVN8345
OnStar Status: Active
XM Status: Active
DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	11/14/2014	21 MI	11/14/2017	36,021 MI
✓	Corrosion Limited Warranty	11/14/2014	21 MI	11/14/2020	100,021 MI
✓	Emission Select State Component Ltd Wty	11/14/2014	21 MI	11/14/2021	70,021 MI
	Emission Limited Warranty	11/14/2014	21 MI	11/14/2017	50,021 MI
✓	Powertrain Limited Warranty	11/14/2014	21 MI	11/14/2019	100,021 MI
✓	Emission Select Component Ltd Wty	11/14/2014	21 MI	11/14/2022	80,021 MI
	GMC 2 Year Scheduled Maintenance	11/14/2014	21 MI	11/14/2016	24,021 MI
✓	Special Coverage 18029	11/14/2014	21 MI	11/14/2024	120,021 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
07/20/2018	[redacted]	ZFAT---Field Action Recall		9103710 - 18027 - Electric Belt Drive Rack & Pinion Steering Gear Replacement (4WD)	8,004 MI
12/10/2016		ZFAT---Field Action Recall		9102576 - 202805 - Install Hex Head Worm Gear Clamp to Temperature Valve	7,414 MI
07/22/2016		ZFAT---Field Action Recall		9102215 - 2027620 - Inspect Only - No Repair Needed	5,774 MI
06/04/2016		ZREG---Regular Vehicle Transaction		0600743 - GMC 2 Year Maintenance	5,101 MI
06/04/2016		ZFAT---Field Action Recall		9101976 - 15871 - Inspect Cylinder Head To Harness Clearance	5,101 MI
12/18/2015		ZFAT---Field Action Recall		9101695 - N150304 - Transfer Case Shift Control Module Reprogramming with SPS	3,667 MI
12/18/2015		ZFAT---Field Action Recall		9101773 - N150439 - Power Steering Control Module Reprogramming with SPS	3,667 MI
12/18/2015		ZFAT---Field Action Recall		9101683 - N150116 - Hood Striker Kit Installation	3,667 MI
09/04/2015		ZFAT---Field Action Recall		9101540 - N140886 -Replace Front Brake Calipers (incl. bleeding the hydraulic brake sys.and front caliper ins)	2,720 MI
06/06/2015		ZFAT---Field Action Recall		9101548 - N140856 - Reroute Chassis/Body Harness & Install Retaining Clips	4,501 MI

06/06/2015	ZFAT---Field Action Recall	9101513 - N150150 - Inspect Left and Right Front Seat Installation (No Further Action Required)	4,501 MI
08/06/2015	ZFAT---Field Action Recall	9101457 - N140818 - Body Wire Harness Inspection – No Further Action Required	4,501 MI
08/06/2015	ZREG---Regular Vehicle Transaction	0600743 - GMC 2 Year Maintenance	4,501 MI
10/28/2014	ZPDI---Pre-Delivery Inspection	0590052 - PDI Related Fluid Adds	3 MI
10/13/2014	ZPDI---Pre-Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	1 MI

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Document ID: 5132550

#18027-01: Customer Satisfaction Program - Power Steering Loss of Assist - (Aug 13, 2018)

Subject: 18027-01 — Power Steering Loss of Assist

Models: 2015 Chevrolet Colorado
2015 GMC Canyon

Reference Number: N172115610	**Release Date:** August 2018
Revision:01	
Revision Description: This bulletin is being updated to revise the Parts section, adding a tie rod steering boot clamp to the chart. Please discard all previous copies of bulletin 18027.	

Attention:	**This program is in effect until June 30, 2020.**

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2015	2015		
GMC	Canyon	2015	2015		

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 2015 model year Chevrolet Colorado and GMC Canyon vehicles may have been built with a connector between the electric power steering motor and torque sensor that has a potential for fretting corrosion. If this condition exists, power steering may be lost, and the driver may experience unanticipated increased steering effort as the vehicle reverts to manual steering. A chime will also sound in the vehicle, and a "Service Power Steering" message will appear on the Driver Information Center (DIC). Manual steering functionality will be maintained but will require additional effort, particularly at lower speeds.
Correction	Dealers are to replace the complete power steering rack assembly.

Parts Information

Quantity	Part Name	Part No.

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SEP/26/2018/WED 10:52 AM FAX No. P. 001

Quantity	Part Name	Part No.
1	Electric Belt Drive Rack and Pinion Steering Gear	84494275
1	Electric Belt Drive Rack and Pinion Steering Gear	84494276
2	Steering Gear Bolt	11589279
2	Steering Gear Bolt (Rear)	11570509
1	Upper Intermediate Steering Shaft Upper Bolt	11610555
2	Steering Linkage Outer Tie Rod Bolt	11609283
1	Clamp – Tie Rod Steering Boot (4WD only)	12474081

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

Warranty Information

Labor Code	Description	Labor Time	Trans. Type	Net Item
9103709	Electric Belt Drive Rack & Pinion Steering Gear Replacement (2WD) ADD: Align front toe	1.6 0.7	ZFAT	N/A
9103710	Electric Belt Drive Rack & Pinion Steering Gear Replacement (4WD) ADD: Align front toe	1.7 0.7	ZFAT	N/A
9103711	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZFAT	*
9103712	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

Note: To avoid having to "H" route the customer reimbursement / floor plan transaction for approval, it must be submitted prior to the repair transaction.

* For USA and Canada: 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

1. Replace the Electric Belt Drive Rack and Pinion Steering Gear. Refer to *Electric Belt Drive Rack and Pinion Steering Gear Replacement (2WD)* or *Electric Belt Drive Rack and Pinion Steering Gear Replacement (4WD)*.

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SEP/26/2018/WED 10:52 AM FAX No. P. 092

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/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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through June 30, 2020. 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 June 30, 2020 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.

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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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 <insert 1 year, 2019>. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

June 2018

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SEP/26/2018/WED 10:52 AM FAX No. P. 093

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

Dear General Motors Customer:

We have learned that your 2015 model year Chevrolet Colorado and GMC Canyon vehicles may have been built with a connector between the electric power steering motor and torque sensor that has a potential for fretting corrosion. If this condition exists, power steering may be lost, and the driver may experience unanticipated increased steering effort as the vehicle reverts to manual steering. A chime will also sound in the vehicle, and a "Service Power Steering" message will appear on the Driver Information Center (DIC). Manual steering functionality will be maintained but will require additional effort, particularly at lower speeds.

Your satisfaction with your [vehicle name] 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 replace the complete power steering rack assembly. This service will be performed for you at **no charge until June 30, 2020**. 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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

Reimbursement: 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 condition described in this letter, 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. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by June 30, 2019, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
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 GM vehicle [or if only one model involved, list name] provides you many miles of enjoyable driving.

Neelie O'Connor

Executive Director

North America Contact Center Operations

Enclosure

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SEP/26/2018/WED 10:53 AM FAX No. P. 094

18027

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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SEP/26/2018/WED 10:53 AM FAX No. P. 095

GMC Certified Service

REQUEST FOR EXCESSIVE RENTAL (EXTENDED TIME DOCUMENTATION)

BAC:	BAC	Dealership Name:	Patriot Buick GMC
VIN:	VIN 1GT6[redacted]	Mileage:	18879
Job Card # :	[redacted]	JC Date:	9/7/18
Customer Name:	Customer Name [redacted]		
Date/Time Rental received by Customer:	DATE: Date 9/7	TIME:	Time 10AM
CSO-3 DATE:		**SPAC CASE :**	#
PART #'S ORDERED	# [redacted]		#
#	#		#

Why Was It Necessary To Cso-3 Parts?	DAILY SEQUENCE OF EVENTS Reproduce as needed if beyond 6 + days
DAY 1:	Diagnose power steering concern - Locking w/ ordered PS rack 9/7
DAY 2:	Weekend 9/8
DAY 3:	Weekend 9/9
DAY 4:	waiting on parts 9/10
DAY 5:	finished day 5 9/11
DAY 6:	

TAC CASE # :	Click here to enter text.
Service Manager signature	Date

[redacted]

Labor op
7421770
1.7
Diag. 3

Rental daily log 4/14/2017

1791.10

GMC Certified Service

REQUEST FOR EXCESSIVE RENTAL (EXTENDED TIME DOCUMENTATION)

BAC:	BAC	Dealership Name:	Patriot Buick GMC
VIN:	VIN 1GT6 [redacted]	Mileage:	18879
Job Card #	[redacted]	JC Date:	9/7/18
Customer Name:	Customer Name	[redacted]	
Date/Time Rental received by Customer:	DATE: Date 9/7	TIME:	Time 10AM
CSO-3 DATE:		**SPAC CASE :**	#
PART #'S ORDERED	# [redacted]		#
#	#		#

Why Was It Necessary To Cso-3 Parts?	DAILY SEQUENCE OF EVENTS Reproduce as needed if beyond 6 + days
DAY 1:	Diagnose power steering concern - locking up ordered PS RACK 9/7
DAY 2:	~~Order~~ weekend 9/8
DAY 3:	weekend 9/9
DAY 4:	waiting on parts 9/10
DAY 5:	finished day 5 9/11
DAY 6:	

TAC CASE # : Click here to enter text.

Service Manager signature | Date

[redacted]

Labor OP
7421770
1.7
Diag. 3

1791.10

Rental daily log 4/14/2017

RO NUMBER: [redacted] BUSINESS ASSOCIATE CODE: 221763
RO DATE: 09/07/2018 TRANS TYPE: ZREG CATEGORY:
JOB: 2 LABOR OP: 7421770 AUTH#: SRC: DD
VIN: 1GTG6CE31F[redacted] ODOMETER: 18879 ERA CLAIM #: 187407-2
OEM SAP TRANSACTION NUMBER: 001377742157 OEM VERSION: 0001

RETURNED:
AMOUNT: 0.00 REASON:

DISPOSITION:
STATUS: REJECTED CODE: 802 REASON: The number of da
ys in service exceeds the vehicle warranty time limit.

PART RETURN REQUIRED: NO

REVERSAL REASON:

PAYMENT: 1601.11

	PENDING/ APPROVED AMOUNT	PENDING/ APPROVED TAXES
CLAIM:	0.00	0.00
LABOR:	248.18	0.00
PARTS:	691.25	0.00
HANDLING:	661.68	
NET ITEMS:	0.00	0.00

ADJUSTMENTS: NO

WARRANTY NOTES: 20180921, 13:47, DD, , IC, 0001,

parts warranty

GMC Certified Service

REQUEST FOR EXCESSIVE RENTAL (EXTENDED TIME DOCUMENTATION)

BAC:	BAC	Dealership Name:	Patriot Buick GMC
VIN:	VIN 1GT6 [redacted]	Mileage:	18879
Job Card # :	[redacted]	JC Date:	9/7/18
Customer Name:	Customer Name [redacted]		
Date/Time Rental received by Customer:	DATE: Date 9/7	TIME:	Time 10AM
CSO-3 DATE:		**SPAC CASE :**	#
PART #'S ORDERED	# [redacted]		#
#	#		#

Why Was It Necessary To Cso-3 Parts?	DAILY SEQUENCE OF EVENTS Reproduce as needed if beyond 6 + days
DAY 1:	Diagnose power steering concern - Locking up ordered PS RACK 9/7
DAY 2:	Waiting weekend 9/8
DAY 3:	weekend 9/9
DAY 4:	waiting on parts
DAY 5:	
DAY 6:	

TAC CASE # :	Click here to enter text.
Service Manager signature	Date

[redacted]

Labor OP
7421770
1.7
Diag. 3

SEP/26/2018/WED 10:54 AM FAX No. P. 099