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GM Bulletin No.: 15439
Date: September 2015

Service Bulletin

SERVICE UPDATE

SUBJECT: **Service Update for Inventory and Customer Vehicles Loss of Electric Power Steering Assist Expires with Base Warranty**

MODELS: **2015 Chevrolet Colorado**
2015 GMC Canyon

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to reprogram the electric power steering assist (EPS) software on **certain** 2015 model year Chevrolet Colorado and GMC Canyon vehicles. At vehicle start-up in below freezing temperatures, power steering assist may be inoperative.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory can be found in GlobalConnect, under Departments, Service, Field Action Inventory Reports (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

No parts are required for this repair.

SERVICE PROCEDURE

Note: Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

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- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

1. Install *EL-49642* SPS programming support tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions.
3. On the SPS Supported Controllers screen, select K43 Power Steering Control Module – Programming and follow the on-screen instructions.
4. At the end of programming, choose the “Clear All DTCs” function on the SPS screen.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9101773	Power Steering Control Module Reprogramming with SPS	0.3

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

Bulletin No.: 15595
Date: February 2016

Recall Bulletin

PRODUCT SAFETY RECALL

SUBJECT: Loss of Steering Assist

MODELS: 2015 Chevrolet Colorado
2015 GMC Canyon

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery January 27, 2016. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in **certain** 2015 Chevrolet Colorado and GMC Canyon vehicles. These vehicles may experience loss of power steering assist at startup, or while driving, due to a poor electrical connection within the torque-sensor harness connector. If power steering assist is lost or reduced, steering control can still be maintained, but would require an increased steering effort, particularly at lower speeds, which presents a greater risk of a crash.

CORRECTION

Dealers are to replace the steering gear torque sensor cover assembly.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

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 recall is a violation of law in several

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states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

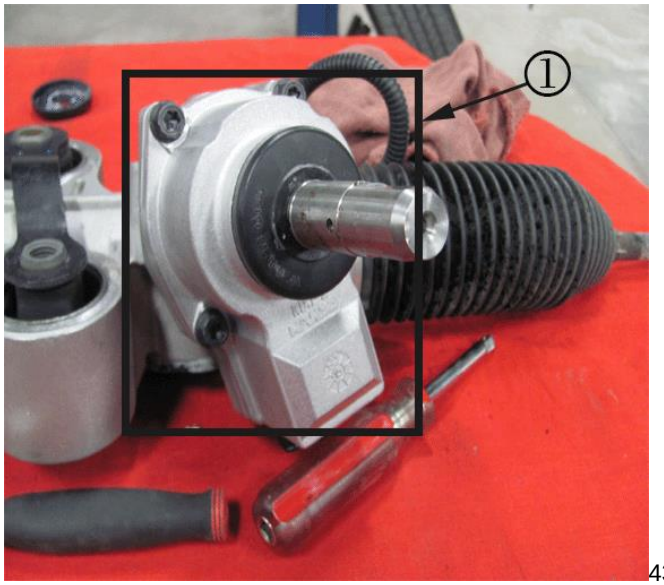
Part Number	Description	Quantity/Vehicle
84057230	Torque Sensor Cover Kit	1
19333360 (US) 19333361 (CA)	PTFE Grease – High Viscosity (1.75 oz)	1 tub fixes approx. 10 vehicles
12377900 (US) 10953529 (CA)	Dielectric Synthetic Grease (2 oz)	1 tub fixes approx. 12 vehicles

SERVICE PROCEDURE

Note: A training video is available on the GM Center of Learning web site (centerlearning.com) to aid technicians with this repair. After logging into the website, U.S. dealers should select Resources and then Video on Demand. Once the portal opens, scroll down to the search box and type in the course number 10215.10D and click on search. The topic begins at approximately the 7:30 mark.

In Canada, dealers should access the GM Centre of Learning website, then follow this path: Resources / Video on Demand / GM Pro Centre of Learning / Service Technical / Recall 15595.

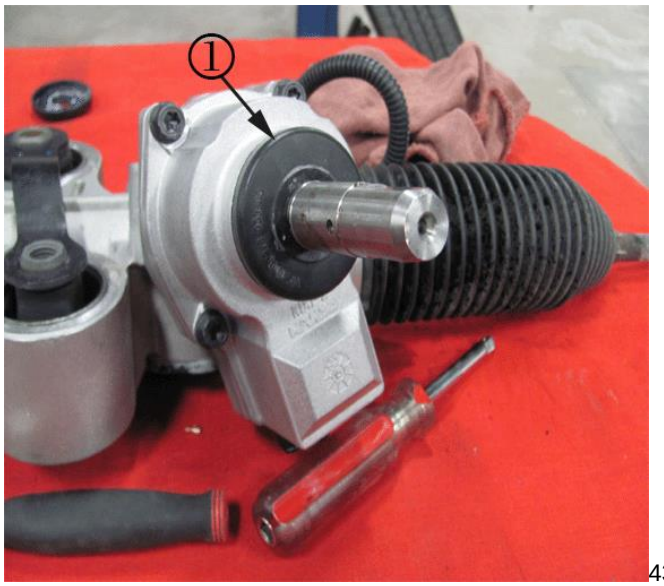
1. Remove the electric belt drive rack and pinion steering gear. Refer to *Electric Belt Drive Rack and Pinion Steering Gear Replacement (2WD)* or *Electric Belt Drive Rack and Pinion Steering Gear Replacement (4WD)* in SI.



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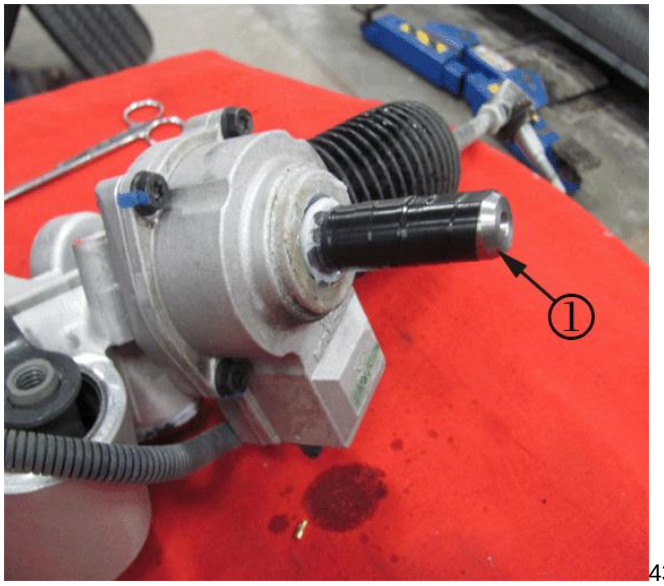
2. Clean the steering gear torque sensor cover area (1) with soap and water using a brush to remove excess dirt.

3. Use compressed air to dry the steering gear cover area.



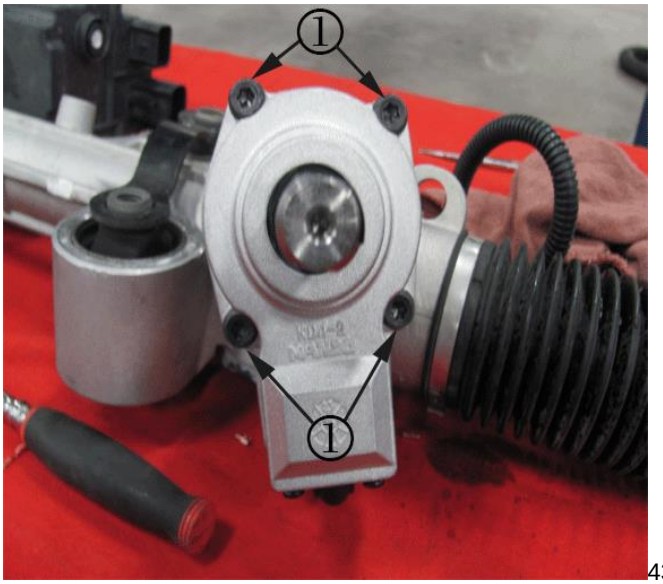
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4. Remove the dust seal (1).



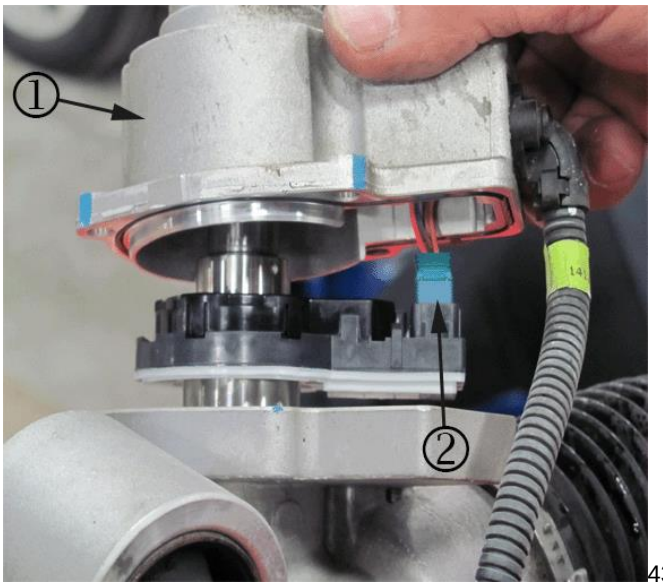
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5. Wrap the pinion shaft (1) with a single layer of electrical tape to protect the cover seal and bearing during installation of the new cover.



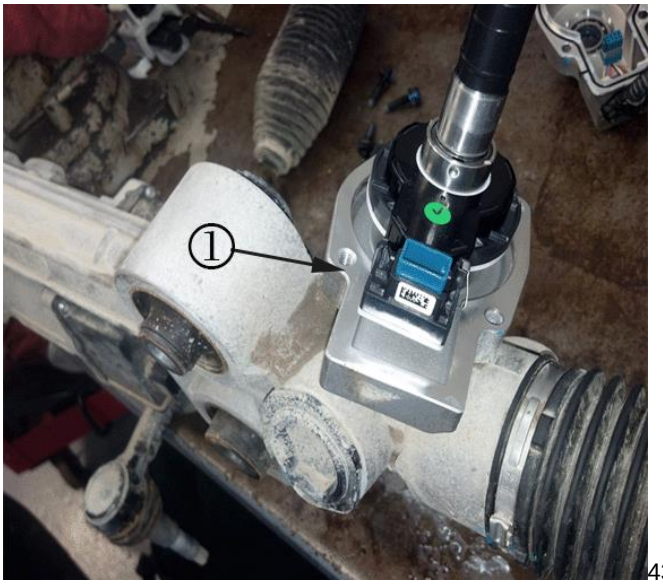
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6. Remove the torque sensor cover bolts (1).



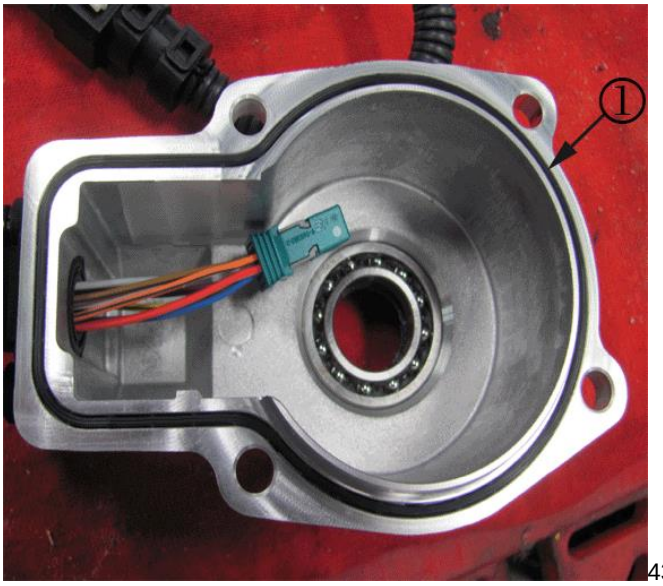
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7. Lift the torque sensor cover (1) up high enough to access the connector (2).
8. Disconnect the torque sensor connector.



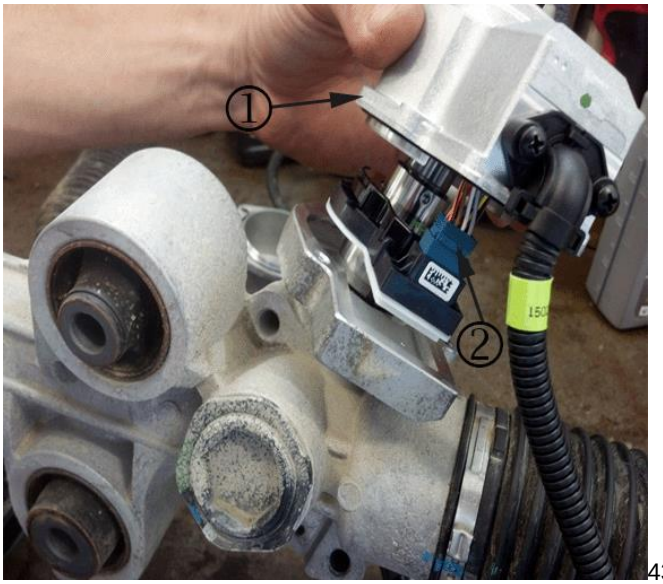
4378162

9. Using a new, uncontaminated shop towel, wipe the pinion shaft and sealing surface (1) in a direction away from the shaft and sealing surface.
10. Using compressed air, carefully blow any particles or lint out of the torque sensor cavity and off of the pinion shaft.



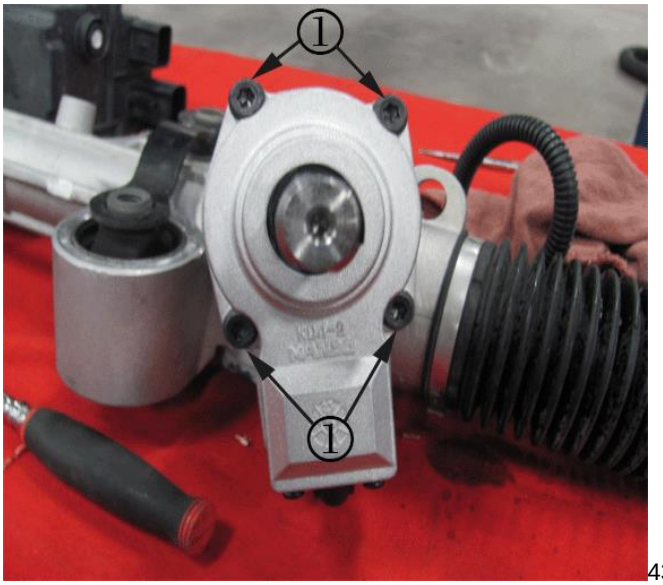
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11. Ensure the seal (1) is properly seated in the torque sensor cover.



4378178

12. Lower the new torque sensor cover (1) over the pinion shaft and connect the lead connector (2) to the torque sensor. Ensure the connector (2) is fully seated into the torque sensor.
13. Avoiding contact with the pinion shaft, lower the cover over the torque sensor and seat the cover to the sealing surface. Ensure cover is properly mated to steering gear with no interference.

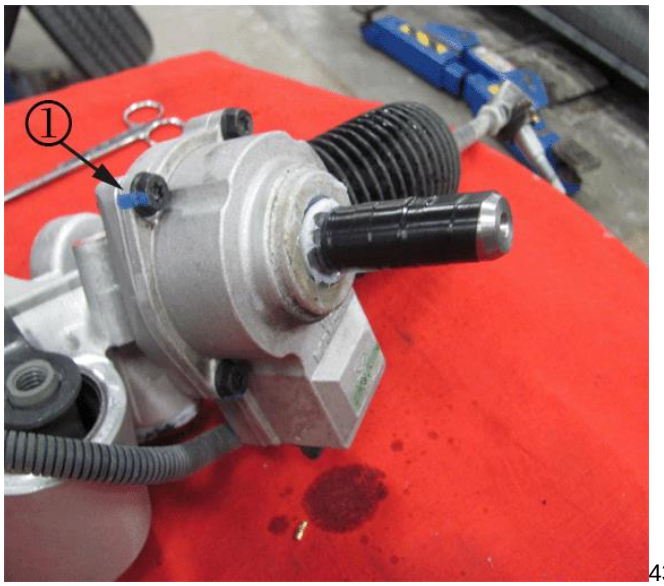


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14. Install and hand tighten the torque sensor cover bolts (1).

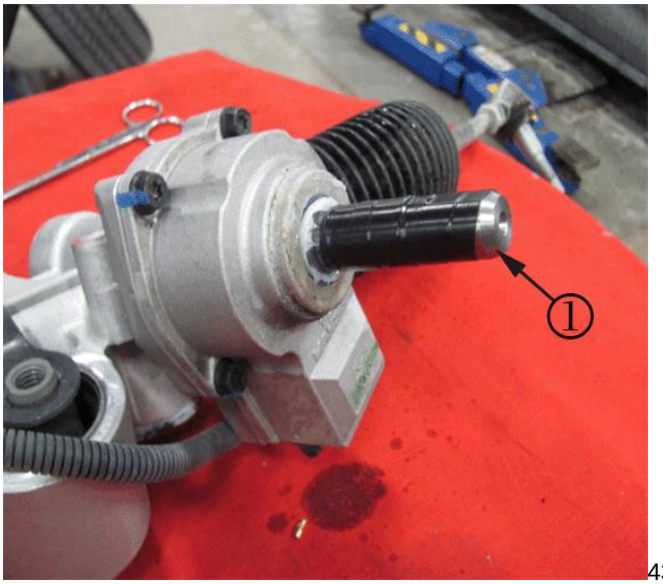

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15. Using an X pattern, tighten the torque sensor cover bolts to 5 Nm (44 lb in) on the first pass.
16. Using an X pattern, tighten the torque sensor cover bolts to 10 Nm (89 lb in) on the final pass.



4378220

17. Using a paint pen, mark all 4 torque sensor cover bolts as shown above.



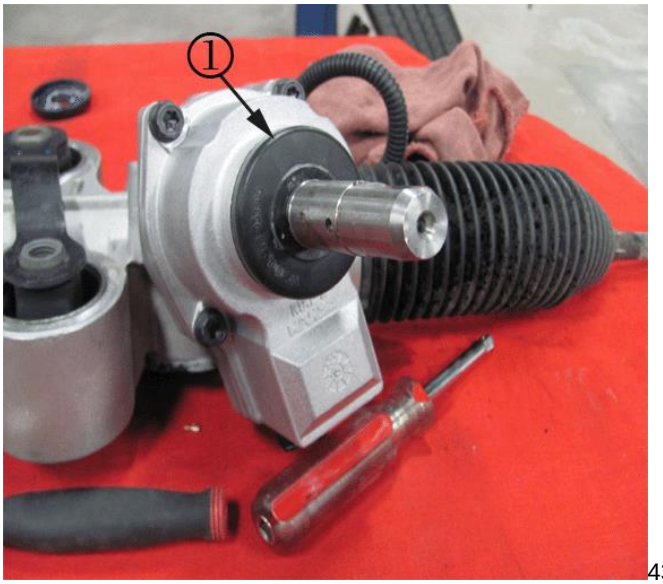
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18. Remove the tape from the pinion shaft (1).



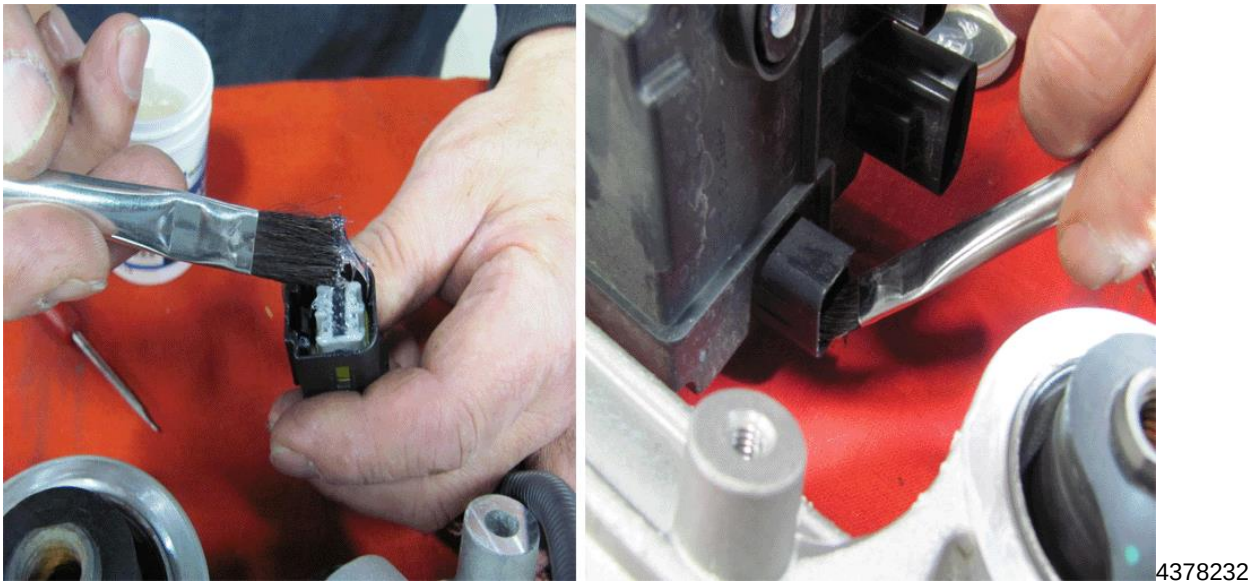
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19. Fill the cavity (1) above the pinion seal using a brush with PTFE Grease – High Viscosity.

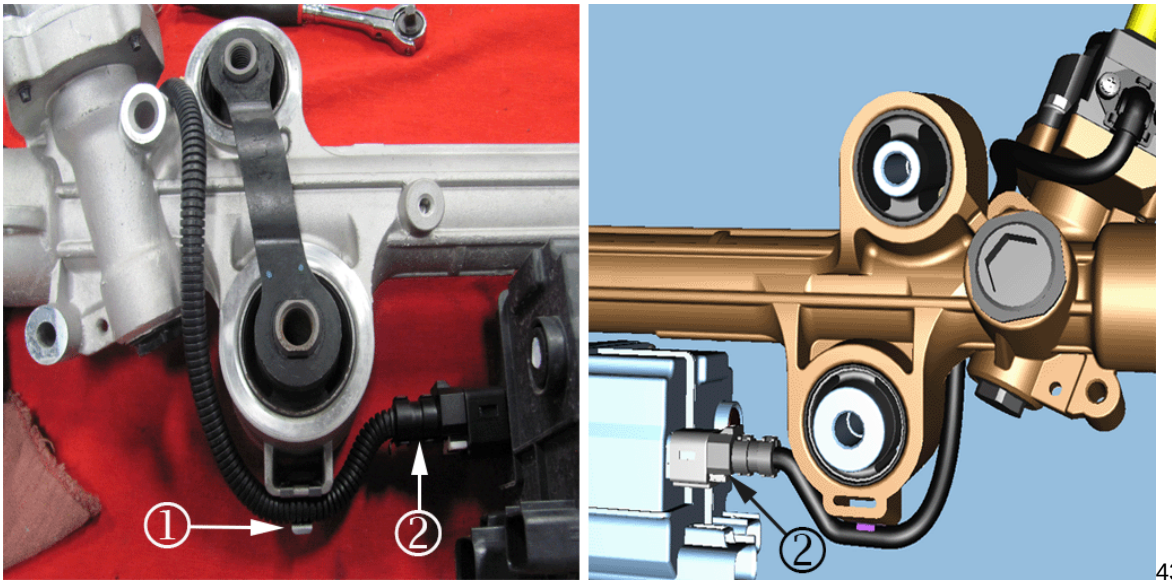


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20. Install the new dust seal over the pinion shaft and fully seat it on the torque sensor cover. Wipe off any excess grease.


4378232

21. Using a brush, apply dielectric grease to the torque sensor harness connector and Power Steering Control Module (PSCM) terminals.



4378235

22. Transfer the harness clip from the original torque sensor cover harness to the new harness and connect the new torque sensor cover harness (2) to the PSCM. Ensure the harness is routed as shown above.
23. Install 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)* in SI.
24. Measure and adjust the front toe on 4WD vehicles only. Refer to *Wheel Alignment - Steering Wheel Angle and/or Front Toe Adjustment* in SI.
25. Connect a scan tool to the vehicle.
26. Using GDS 2, perform a Steering Wheel Angle Sensor Reset and a Steering Wheel Angle Sensor Learn in the Configuration/Reset Functions of the Power Steering Control Module.
27. Perform a Vehicle Wide DTC reset after the Steering Wheel Angle Sensor Reset and a Steering Wheel Angle Sensor Learn have successfully completed.
28. Disconnect the scan tool.

FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

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

Labor Code	Description	Labor Time	Net Item
9102008	Torque Sensor Cover Replacement Add: Wheel Alignment - Steering Wheel Angle and/or Front Toe Adjustment (4WD Only)	2.0 0.7	*
9102022	Floor Plan Reimbursement	N/A	**

* The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A dealer net price for PTFE Grease – High Viscosity and Dielectric Synthetic Grease needed to perform the required repairs, not to exceed $2.82 USD, $3.55 CAD, plus applicable Mark-Up or Landed Cost (for Export).

** The amount identified in “Net Item” should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (January 27, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 18 days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2015 Chevrolet Colorado	$ 3.94	$4.63
2015 GMC Canyon	$ 4.18	$4.46

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle in the near future.

DEALER RECALL RESPONSIBILITY – For US

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

Bulletin No.: 15595A
Date: February 2016

Recall Bulletin

PRODUCT SAFETY RECALL

SUBJECT: Loss of Steering Assist

MODELS: 2015 Chevrolet Colorado
2015 GMC Canyon

This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 15595.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery January 27, 2016. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in **certain** 2015 Chevrolet Colorado and GMC Canyon vehicles. These vehicles may experience loss of power steering assist at startup, or while driving, due to a poor electrical connection within the torque-sensor harness connector. If power steering assist is lost or reduced, steering control can still be maintained, but would require an increased steering effort, particularly at lower speeds, which presents a greater risk of a crash.

CORRECTION

Dealers are to replace the steering gear torque sensor cover assembly.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

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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 recall 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 recall.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

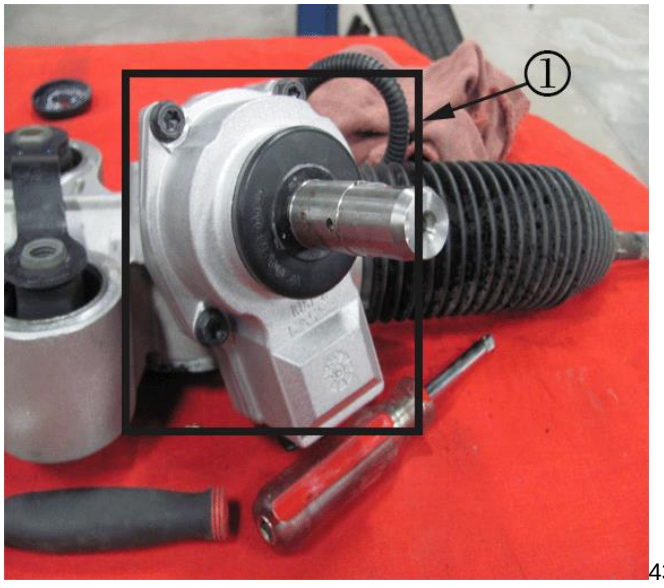
Part Number	Description	Quantity/Vehicle
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19333360 (US) 19333361 (CA)	PTFE Grease – High Viscosity (1.75 oz)	1 tub fixes approx. 10 vehicles
12377900 (US) 10953529 (CA)	Dielectric Synthetic Grease (2 oz)	1 tub fixes approx. 12 vehicles

SERVICE PROCEDURE

Note: A training video is available on the GM Center of Learning web site (centerlearning.com) to aid technicians with this repair. After logging into the website, U.S. dealers should select Resources and then Video on Demand. Once the portal opens, scroll down to the search box and type in the course number 10215.10D and click on search. The topic begins at approximately the 7:30 mark.

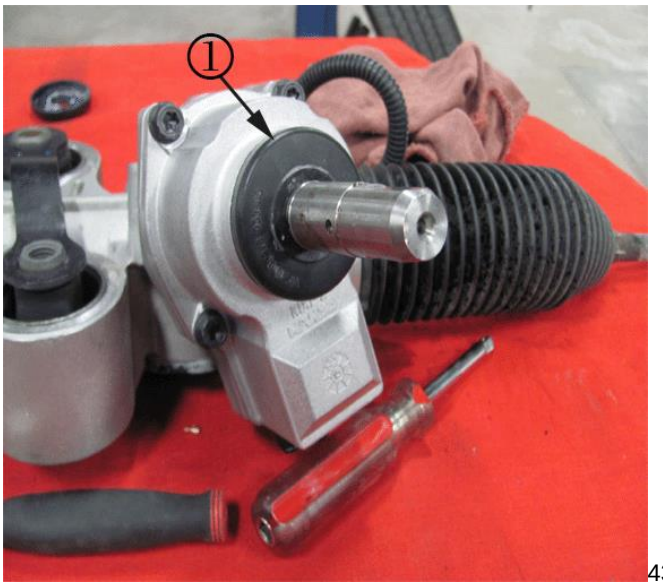
In Canada, dealers should access the GM Centre of Learning website, then follow this path: Resources / Video on Demand / GM Pro Centre of Learning / Service Technical / Recall 15595.

1. Remove 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)* in SI.



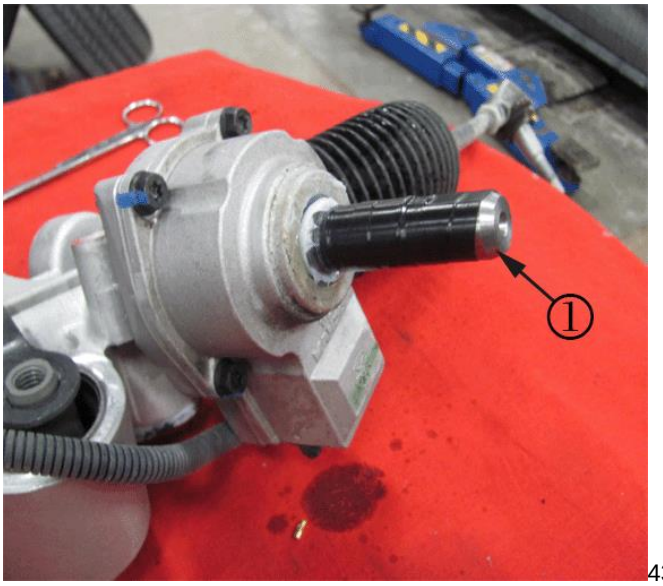
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2. Clean the steering gear torque sensor cover area (1) with soap and water using a brush to remove excess dirt.
3. Use compressed air to dry the steering gear cover area.



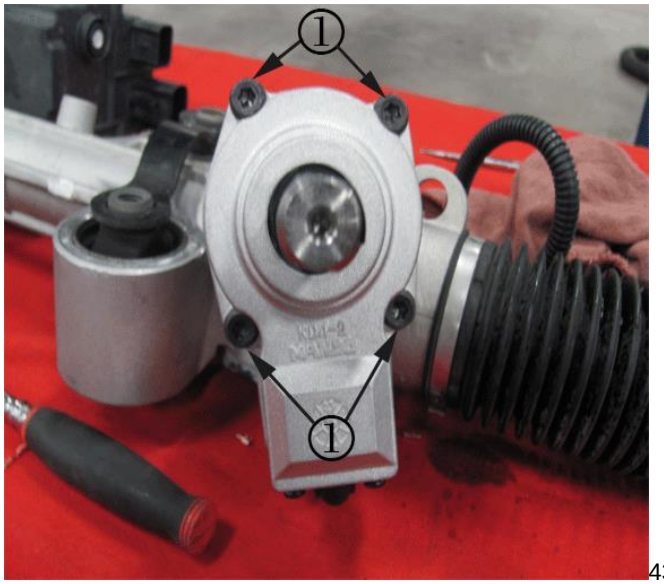
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4. Remove the dust seal (1).



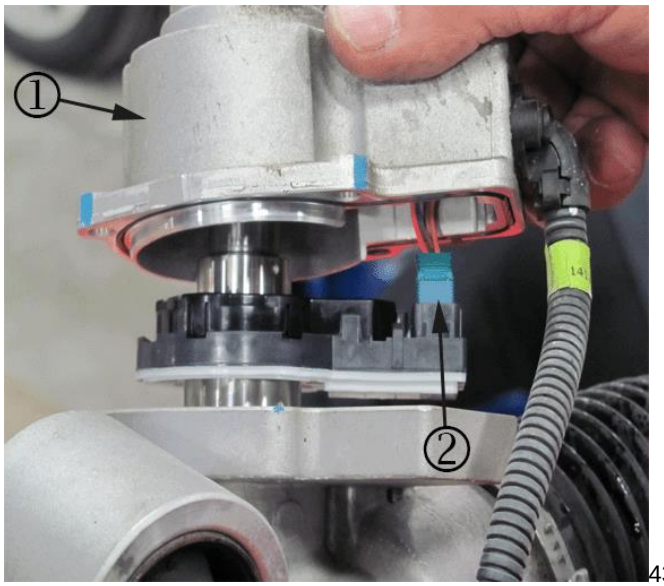
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5. Wrap the pinion shaft (1) with a single layer of electrical tape to protect the cover seal and bearing during installation of the new cover.



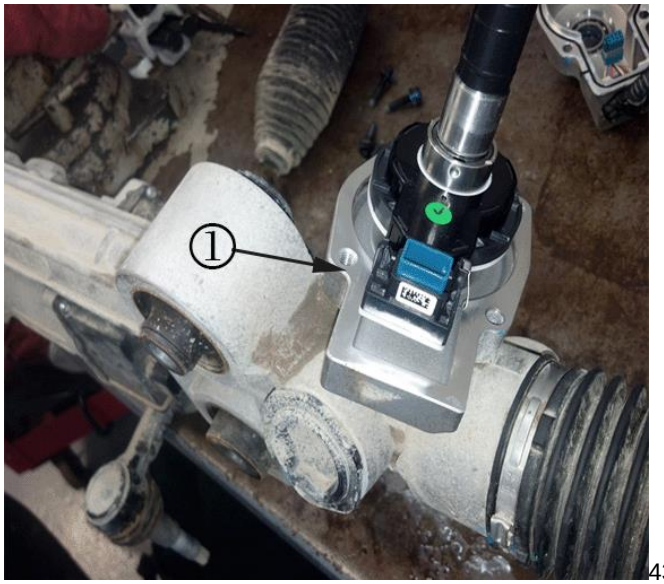
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6. Remove the torque sensor cover bolts (1).



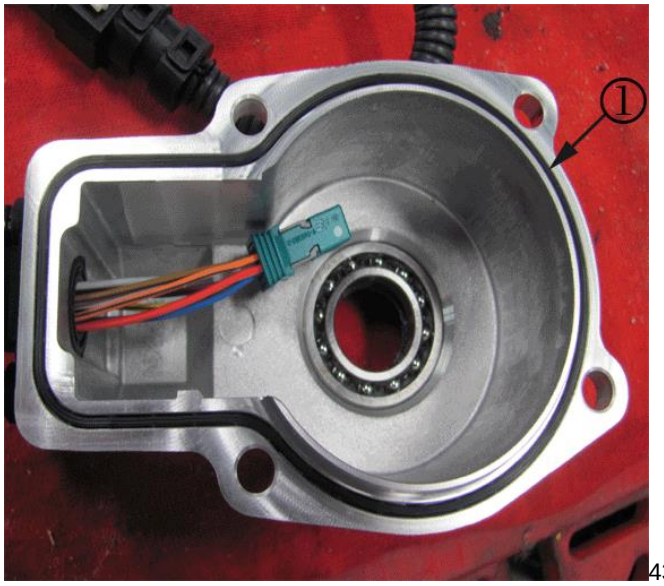
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7. Lift the torque sensor cover (1) up high enough to access the connector (2).
8. Disconnect the torque sensor connector.



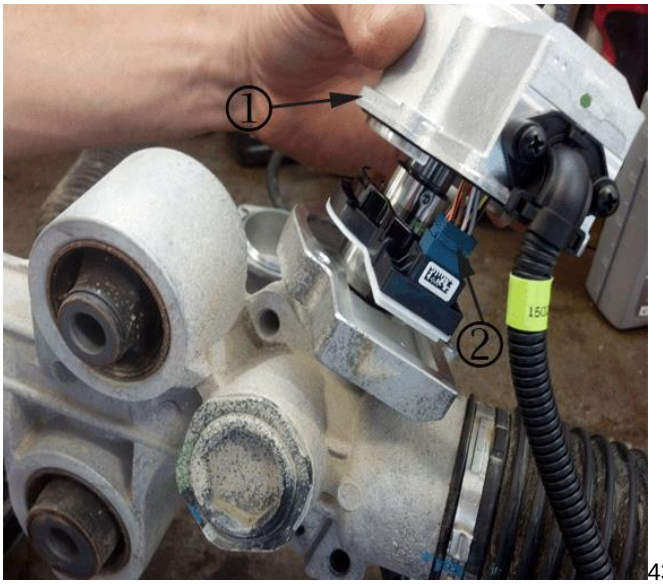
4378162

9. Using a new, uncontaminated shop towel, wipe the pinion shaft and sealing surface (1) in a direction away from the shaft and sealing surface.
10. Using compressed air, carefully blow any particles or lint out of the torque sensor cavity and off of the pinion shaft.



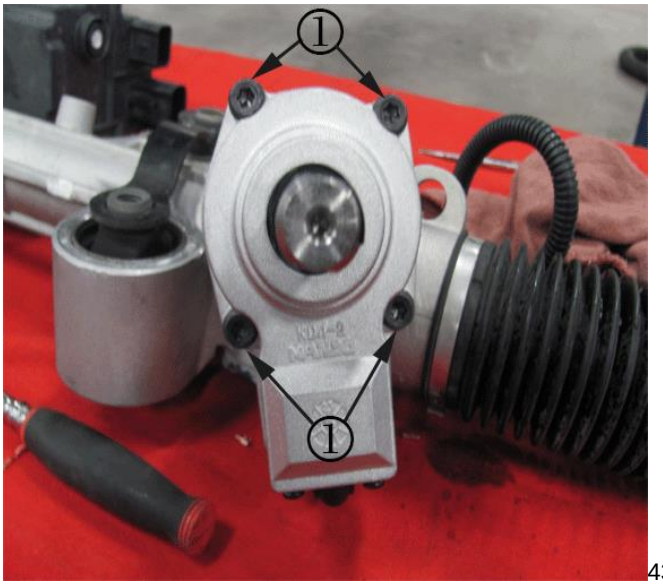
4378167

11. Ensure the seal (1) is properly seated in the torque sensor cover.



4378178

12. Lower the new torque sensor cover (1) over the pinion shaft and connect the lead connector (2) to the torque sensor. Ensure the connector (2) is fully seated into the torque sensor.
13. Avoiding contact with the pinion shaft, lower the cover over the torque sensor and seat the cover to the sealing surface. Ensure cover is properly mated to steering gear with no interference.

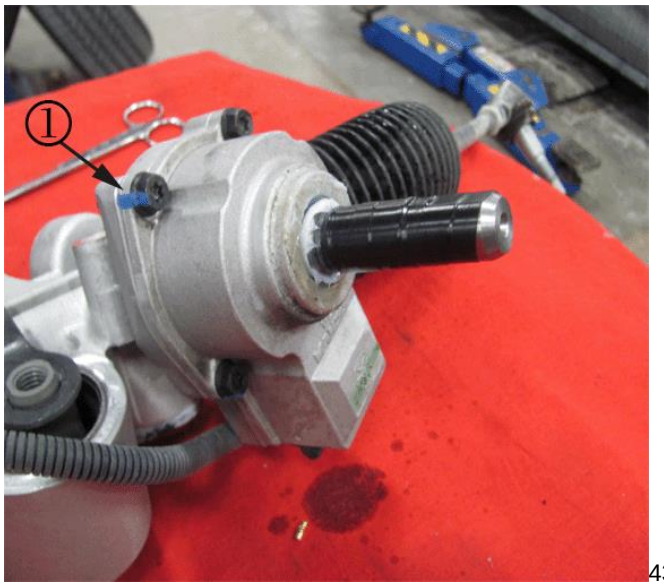


4378095

14. Install and hand tighten the torque sensor cover bolts (1).

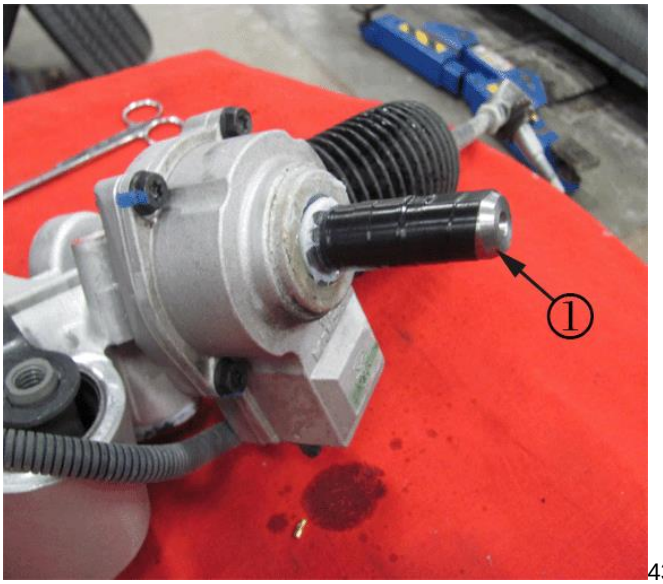

4378217

15. Using an X pattern, tighten the torque sensor cover bolts to 5 Nm (44 lb in) on the first pass.
16. Using an X pattern, tighten the torque sensor cover bolts to 10 Nm (89 lb in) on the final pass.



4378220

17. Using a paint pen, mark all 4 torque sensor cover bolts as shown above.



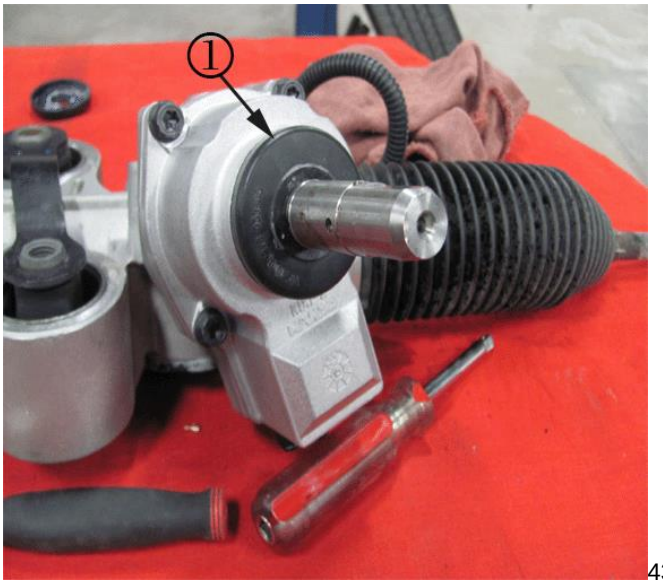
4378089

18. Remove the tape from the pinion shaft (1).



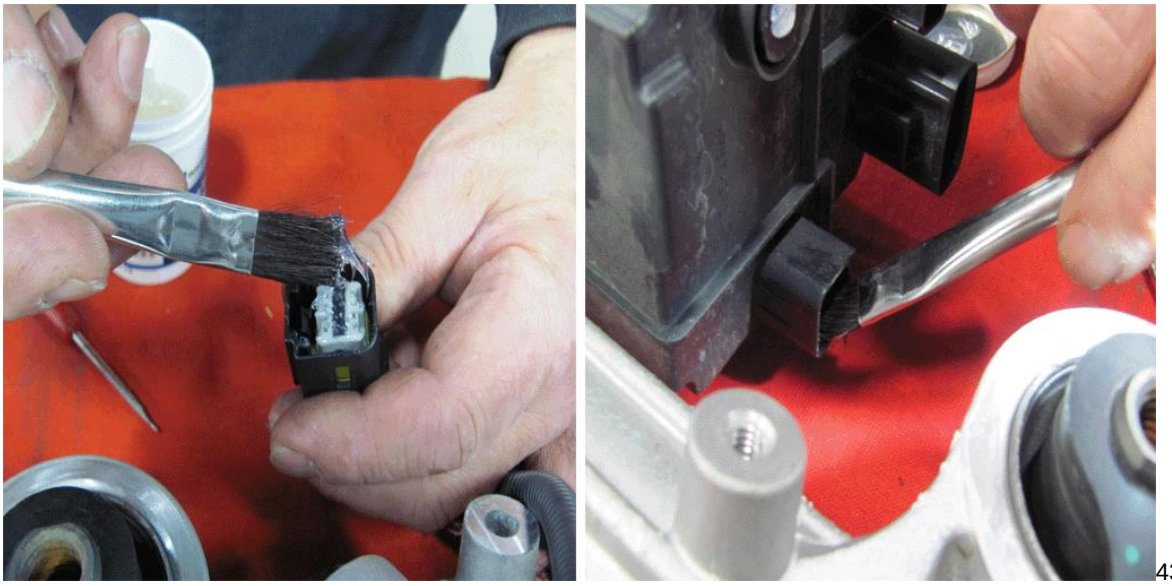
4378228

19. Fill the cavity (1) above the pinion seal using a brush with PTFE Grease – High Viscosity.

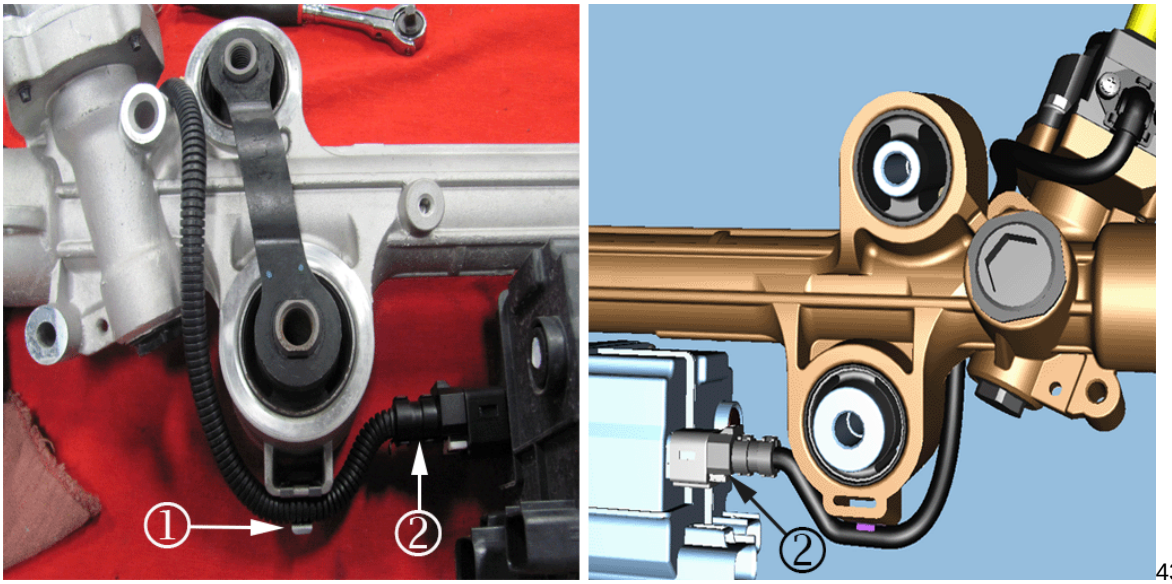


4378086

20. Install the new dust seal over the pinion shaft and fully seat it on the torque sensor cover. Wipe off any excess grease.


4378232

21. Using a brush, apply dielectric grease to the torque sensor harness connector and Power Steering Control Module (PSCM) terminals.



4378235

22. Transfer the harness clip from the original torque sensor cover harness to the new harness and connect the new torque sensor cover harness (2) to the PSCM. Ensure the harness is routed as shown above.
23. Install 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)* in SI.
24. Measure and adjust the front toe on 4WD vehicles only. Refer to *Wheel Alignment - Steering Wheel Angle and/or Front Toe Adjustment* in SI.
25. Connect a scan tool to the vehicle.
26. Using GDS 2, perform a Steering Wheel Angle Sensor Reset and a Steering Wheel Angle Sensor Learn in the Configuration/Reset Functions of the Power Steering Control Module.
27. Perform a Vehicle Wide DTC reset after the Steering Wheel Angle Sensor Reset and a Steering Wheel Angle Sensor Learn have successfully completed.
28. Disconnect the scan tool.

FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

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

Labor Code	Description	Labor Time	Net Item
9102008	Torque Sensor Cover Replacement Add: Wheel Alignment - Steering Wheel Angle and/or Front Toe Adjustment (4WD Only)	2.0 0.7	*
9102022	Floor Plan Reimbursement	N/A	**

* The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A dealer net price for PTFE Grease – High Viscosity and Dielectric Synthetic Grease needed to perform the required repairs, not to exceed $2.82 USD, $3.55 CAD, plus applicable Mark-Up or Landed Cost (for Export).

** The amount identified in “Net Item” should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (January 27, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 18 days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2015 Chevrolet Colorado	$ 3.94	$4.63
2015 GMC Canyon	$ 4.18	$4.46

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle in the near future.

DEALER RECALL RESPONSIBILITY – For US

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

IMPORTANT SAFETY RECALL

March 2016

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

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 model year Chevrolet Colorado and GMC Canyon vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

I M P O R T A N T

- Your vehicle is involved in GM recall 15595.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

These vehicles may experience loss of power steering assist at startup, or while driving, due to a poor electrical connection within the torque-sensor harness connector. If power steering assist is lost or reduced, steering control can still be maintained, but would require an increased steering effort, particularly at lower speeds, which presents a greater risk of a crash.

What will we do?

Your GM dealer will replace the steering gear torque sensor cover assembly. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 2 hours and 45 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to http://www.safercar.gov. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V054.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall 15595

Bulletin No.: 15595B
Date: March 2019

Recall Bulletin

PRODUCT SAFETY RECALL

SUBJECT: Loss of Steering Assist

MODELS: 2015 Chevrolet Colorado
2015 GMC Canyon

This bulletin has been revised to include an update to the parts list, service procedure, and labor time changes in the warranty information section. Please discard all copies of bulletin 15595A.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery January 27, 2016. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in **certain** 2015 Chevrolet Colorado and GMC Canyon vehicles. These vehicles may experience loss of power steering assist at startup, or while driving, due to a poor electrical connection within the torque-sensor harness connector. If power steering assist is lost or reduced, steering control can still be maintained, but would require an increased steering effort, particularly at lower speeds, which presents a greater risk of a crash.

CORRECTION

Dealers are to replace the steering gear.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

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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 recall 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 recall.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order. A quantity limiter may be in effect.

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

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

SERVICE PROCEDURE

Replace the Electric Belt Drive Rack and Pinion Steering Gear. Refer to *Electric Belt Drive Rack and Pinion Steering Gear Replacement* in SI.

FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

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

Labor Code	Description	Labor Time	Net Item
9104349	Electric Belt Drive Rack and Pinion Steering Gear Replacement (2WD)	1.6	N/A
	Electric Belt Drive Rack and Pinion Steering Gear Replacement (4WD)	1.7	
	ADD: Align front toe	0.7	
9102022	Floor Plan Reimbursement	N/A	*

* The amount identified in "Net Item" should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (January 27, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 18 days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2015 Chevrolet Colorado	$ 3.94	$4.63
2015 GMC Canyon	$ 4.18	$4.46

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle in the near future.

DEALER RECALL RESPONSIBILITY – For US

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

IMPORTANT SAFETY RECALL

March 2016

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

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 model year Chevrolet Colorado and GMC Canyon vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

I M P O R T A N T

- Your vehicle is involved in GM recall 15595.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

These vehicles may experience loss of power steering assist at startup, or while driving, due to a poor electrical connection within the torque-sensor harness connector. If power steering assist is lost or reduced, steering control can still be maintained, but would require an increased steering effort, particularly at lower speeds, which presents a greater risk of a crash.

What will we do?

Your GM dealer will replace the steering gear torque sensor cover assembly. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 2 hours and 45 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to http://www.safercar.gov. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V054.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall 15595

Customer Satisfaction Program
18027 Power Steering Loss of Assist

Reference Number: N172115610

Release Date: June 2018
Revision: 00

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

Make	Model	Model Year From	Model Year To	RPO	Description
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

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

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 Operation	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 transaction for wholesale 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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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 program 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 June 30, 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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

Customer Satisfaction Program
18027 Power Steering Loss of Assist

June 2018

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 GM vehicle 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 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 concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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

Neelie O'Connor
Executive Director
North America Contact Center Operations

Enclosure
18027

Customer Satisfaction Program
18027 Power Steering Loss of Assist

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

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 Operation	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 transaction for wholesale 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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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 program 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 June 30, 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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

Customer Satisfaction Program
18027 Power Steering Loss of Assist

June 2018

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 GM vehicle 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 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 concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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

Neelie O'Connor
Executive Director
North America Contact Center Operations

Enclosure
18027

#18029: Special Coverage - Inoperative Purge Solenoid - (Jun 26, 2018)

Subject: 18029 — Inoperative Purge Solenoid

Models: 2015 Buick Enclave, LaCrosse
2015 Cadillac ATS, CTS, SRX, XTS
2015 Chevrolet Camaro, Caprice, Colorado, Equinox, Impala, Traverse
2015 GMC Acadia, Canyon, Terrain

Reference Number: N172115200	Release Date: June 2018
Revision: 00	

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2015	2015		
	LaCrosse				
Cadillac	ATS				
	CTS				
	SRX				
	XTS				
Chevrolet	Camaro				
	Caprice				
	Colorado				
	Equinox				
	Impala				
	Traverse				
GMC	Acadia				
	Canyon				

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	Terrain				

Involved vehicles are identified on the Applicable Warranties section 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 various makes and model vehicles listed above, may have an inoperative purge solenoid that could lead to excessive fuel vapors entering the combustion chamber from the fuel tank. This condition could result in no start, idle stall, and possible drivability issues such as hesitation. The driver may see a check engine light, and may notice a ticking noise, and variation in idle speed. The driver may experience this condition most immediately after filling up the vehicle with gas or while coming to a stop.
Special Coverage Adjustment	This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after [enter launch date], 2018, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to [enter launch date], 2018, must be submitted to the Service Contract provider. Vehicle owners or lessees who paid for repairs referenced in this Special Coverage (“Customers”) are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. *Customers may not assign and GM does not consent to any assignment of any Customer’s right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.*
Correction	Dealers are to inspect for a leak in the solenoid assembly and replace if necessary. The repairs will be made at no charge to the customer.

Parts Information

Quantity	Part Name	Part No.
1	Evaporative Emission Canister Purge Solenoid Valve	12690512

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

Warranty Information

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Labor Code	Description	Labor Time	Trans. Type	list distribution/regions,if applicable]Net Item
9900510	Diagnosis only – no further action required	0.3	ZREG	N/A
9900511	Repair (includes diagnosis) (Camaro, Colorado, Impala, Canyon, ATS, CTS, SRX, and LaCrosse)	0.5	ZREG	N/A
9900512	Repair (includes diagnosis) (Traverse, Caprice, Equinox, Acadia, Terrain, XTS, and Enclave)	0.6	ZREG	N/A
9900513	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZREG	*
9900514	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

* 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. Perform a Purge Solenoid Valve test.
   1.1. Ignition ON, engine OFF.
   1.2. Command the EVAP Purge/Seal function to System Seal or Not Venting with a scan tool to seal the EVAP system.
   1.3. Start the Engine.
   1.4. Observe the Fuel Tank Pressure Sensor with a scan tool. The Fuel Tank Pressure Sensor parameter should be less than 1.7V after 90 seconds.
      - If NOT within specifications
        Proceed to step 2
      - Within Specifications
        No further action required
2. Replace the Purge Solenoid Valve. Refer to *Evaporative Emission Canister Purge Solenoid Valve Replacement* in SI.

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

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

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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 July 31, 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.

July 2018

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

As the owner of a 2015 model year various makes and model vehicles, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2015 model year various makes and model vehicles, may have an inoperative purge solenoid that could lead to excessive fuel vapors entering the combustion chamber from the fuel tank. This condition could result in no start, idle stall, and possible drivability issues such as hesitation. The driver may see a check engine light, and may notice a ticking noise, and variation in idle speed. The driver may experience this condition most immediately after filling up the vehicle with gas or while coming to a stop.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2015 model year various make and model vehicles within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at no charge. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have 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 July 31, 2019, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage (“Customers”). *Customers may not assign and GM does not consent to any assignment of any Customer’s right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.*

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)

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Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor

Executive Director

North America Contact Center Operations

Enclosure

18029

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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Bulletin No.: PIT5437
Published date: N/A

Preliminary Information

PIT5437 Loss of Power Steering Assist Hard to Steer And/Or Service Power Steering Message On DIC

Models

2015 Chevrolet Colorado
2015 GMC Canyon

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition / Concern

Some Customers may comment of a loss of power steering assist, hard to steer or Service Power Steering message on the DIC. This concern may be intermittent.

Recommendations / Instructions

Check the PSCM for codes.

If code C056D is stored, reprogram the PSCM with the latest calibrations available in TIS2WEB.

If code C0545 is stored, please contact GM Technical Assistance for further direction.

For any other concerns, perform published diagnostics.

Warranty Information

For vehicles repaired under warranty by reprogramming the PSCM, use:

Labor Operation	Description	Labor Time
2810625	Power Steering Control Module Reprogramming with SPS	Use Published Labor Operation Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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PIT5437A Loss of Power Steering Assist Hard to Steer And/Or Service Power Steering Message On DIC

Models

2015 Chevrolet Colorado
2015 GMC Canyon

Supersession Statement

This PI was superseded to update Recommendation/Instructions. Please discard PIT5437.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition / Concern

Some Customers may comment of a loss of power steering assist, hard to steer or Service Power Steering message on the DIC. This concern may be intermittent.

Recommendations / Instructions

Check the PSCM for codes.

If code C056D is found reprogram the PSCM with the latest calibrations.

If code C0545 is found replace the power steering gear assembly.

For any other concerns, perform published diagnostics.

Parts Information

Part Number	Description	Qty
22963309	Steering Gear	1
22963310	Steering Gear (with RPO NQ6)	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810625	Power Steering Control Module Reprogramming with SPS	Use Published Labor Operation Time
7421770	Electric Belt Drive Rack and Pinion Steering Gear Replacement	Use Published Labor Operation Time

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.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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PIT5437B Loss of Power Steering Assist Hard to Steer And/Or Service Power Steering Message On DIC

Models

2015 Chevrolet Colorado
2015 GMC Canyon

Supersession Statement

This PI was superseded to update Parts Information section. Please discard PIT5437A.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition / Concern

Some Customers may comment of a loss of power steering assist, hard to steer or Service Power Steering message on the DIC. This concern may be intermittent.

Recommendations / Instructions

Check the PSCM for codes.

If code C056D is found reprogram the PSCM with the latest calibrations.

If code C0545 is found replace the power steering gear assembly.

For any other concerns, perform published diagnostics.

Parts Information

Part Number	Description	Qty
22963309	Steering Gear (Short Wheelbase 2WD with RPO LCV or LFX)	1
22963310	Steering Gear (Short Wheelbase 4WD with RPO LFX, Long Wheelbase with RPO LCV or LFX)	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810625	Power Steering Control Module Reprogramming with SPS	Use Published Labor Operation Time

7421770	**Electric Belt Drive Rack and Pinion Steering Gear Replacement**	**Use Published Labor Operation Time**

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.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

PIT5437C Service Power Steering Message On DIC C056D Stored

Product Investigation Review Required

Models

2015 Chevrolet Colorado
2015 GMC Canyon

Supersession Statement

This PI was superseded to update Condition and Recommendation sections. Please discard PIT5437B.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition / Concern

Some Customers may comment of a Service Power Steering message on the DIC. Code C056D may be stored.

Recommendations / Instructions

Check the PSCM for codes.

If code C056D is found, reprogram the PSCM with the latest calibrations.

IMPORTANT: This information does NOT apply to the 2016 model year.

For any other concerns, perform published diagnostics.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810625	Power Steering Control Module Reprogramming with SPS	Use Published Labor Operation Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.