



July 22, 2014

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Recall Management Division (NVS-215)
1200 New Jersey Avenue, SE – Room W45-306
Washington, DC 20590

Dear Ms. Lewis:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors to conduct a safety related recall involving 2014 model year (MY) Chevrolet Impala vehicles.

573.6(c)(1): Chevrolet Brand of General Motors Company.

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014 MY Chevrolet Impala vehicles. Certain vehicles may experience an intermittent or lasting loss or reduction of power steering assist at startup or while driving due to a poor electrical ground connection to the Power Steering Control Module (PSCM). If power steering assist is lost or reduced, a message is displayed on the Driver Information Center and a chime sounds to inform the driver. Steering control can be maintained because the vehicle will revert to manual steering mode, but would require greater driver effort particularly at low vehicle speeds, increasing the risk of a crash.

573.6(c)(6): On May 17, 2013 a dealer reported through the GM Technical Assistance Center (TAC) that a 2014 Impala had lost communication with the Power Steering Control Module (PSCM) and a diagnostic trouble code (DTC) was stored in the Body Control Module (BCM). On or about May 24, 2013, GM determined the root cause to be a poor electrical connection at the PSCM grounding stud wheelhouse assembly. The poor connection was a result of electrical resistance due to paint that had seeped behind a nut that was not fully seated on the grounding stud during body shop paint.

After initial determination of root cause of the quality issue, both GM and the supplier of the grounding stud wheelhouse assembly developed procedures intended to maintain proper nut torque before painting. By June 17, 2013, GM assembly plants implemented procedures to ensure ground stud nuts were properly torqued. By August 1, 2013, the supplier of the PSCM grounding stud wheelhouse assembly implemented a procedure for verifying the weld integrity of the stud on the wheelhouse that minimized any impact on the nut to enable



sufficient torque and prevent paint seepage. Initially, this issue was not recognized as having an effect on vehicle safety.

On September 4, 2013, GM assigned the issue to a product investigator after it received a report from a dealer that a driver of a 2014 Impala had lost power steering due to the same condition. This vehicle was built on May 2, 2013, prior to implementation of the new procedures to provide sufficient torque. The investigator review of warranty data in January 2014 revealed 72 claims related to loss of assist or the Service Power Steering message after implementation of these process improvements.

GM and the grounding stud wheelhouse assembly supplier refined their manufacturing processes over the remainder of 2013 to produce consistent weld stud nut torque and controls prior to painting. Audits conducted in March-April 2014 at the GM assembly plants and two supplier facilities revealed no further issues with these processes.

On February 25, 2014, GM received a Not In Suit Matter Claim (NISM) related to a crash involving a 2014 Impala that was built in 2013. The driver claimed that the Impala lost power steering, causing it to strike another vehicle. GM also continued to monitor field and warranty data related to this condition. As of June 24, 2014, GM identified 253 warranty claims related to loss of power steering assist or Service Power Steering messages, 251 of the claims being for vehicles built before January 1, 2014.

On July 15, 2014, the Safety Field Action Decision Authority (SFADA) decided to conduct a safety recall.

573.6(c)(8): Dealers will clean paint from behind the ground stud nut and update the PSCM software.

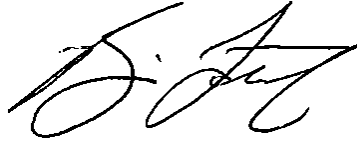
General Motors will send dealer bulletins on July 23, 2014. General Motors will provide owner letter mail dates when available.

Pursuant to 577.11, GM will provide reimbursement to owners for previous repairs according to the plan submitted on May 23, 2013.

573.6(c)(10): General Motors will provide the dealer bulletin and owner letter under separate cover.

573.6(c)(11): General Motors' assigned recall number is 14330.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Latouf". The signature is fluid and cursive, with the first letter of the first name being a large, stylized "B".

Brian Latouf, Director
Field Product Investigations & Evaluations

Attachment

573.6(c)(2)(3)(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) _____ (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Chevrolet	1	2014	57,242	11/05/2012	12/20/2013	Impala E	*
	GM Total:		57,242				

* All involved vehicles will be corrected as necessary.

573.6(c)(2)(iv): Van-Rob Corporate Centre
200 Vandorf Sideroad
Aurora, Ontario L4G OA2
905 727-8585

Parts are manufactured in the US and Canada