



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Inner Tie Rod Torque

MODELS: 2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500
2015 Chevrolet Tahoe

This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 14204A.

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.

GM attempted to contact customers via a FedEx letter to inform them of this recall. The letter instructed the customer not to drive their vehicle and to immediately contact their dealer to have the vehicle towed to the dealership. Dealers are to provide the customer with a courtesy vehicle, if necessary.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in some 2014 model year (MY) Chevrolet Silverado 1500 series and 2014 MY GMC Sierra 1500 series and 2015 MY Chevrolet Tahoe vehicles. The tie rod threaded attachment to the steering gear rack on the vehicle may not be tightened to specification. With this condition, the tie rod can separate from the steering rack and a crash could occur without prior warning.

CORRECTION

Dealers are to contact each customer to arrange to have their vehicle towed to the dealership. **Customers should not drive their vehicle to the dealership.** Upon arrival, dealers are to inspect inner tie rods for correct torque, and, if necessary, replace the steering gear.

Dealers are to advise customers not to drive their vehicle until it has been inspected or repaired and, if necessary, provide the customer with a courtesy vehicle.

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, or sent directly to export dealers. 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 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

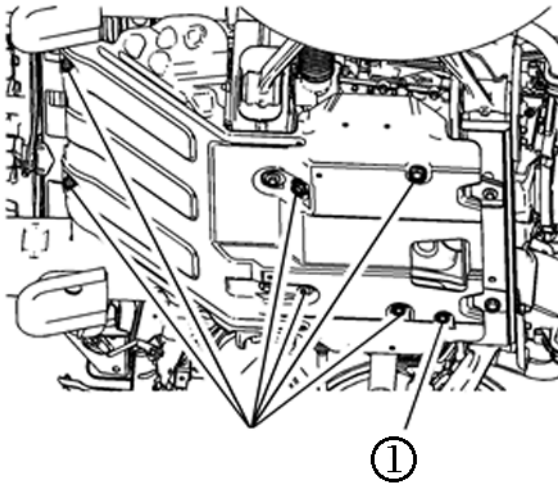
Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be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

Part Number	Description	Quantity/Vehicle
11562064	Steering Gear Boot Clamp	2
See GM Parts Catalog	Gear Asm-Elec Belt Drive R/Pinion Strg	1 (As Req'd)

SERVICE PROCEDURE

INNER TIE ROD INSPECTION

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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2. Remove the steering gear skid shield (1). Refer to *Steering Gear Skid Shield Replacement* in SI.



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Note: Gain access to the inner tie rod to rack bar connections on both left and right sides by repositioning the steering gear boots.

3. On the left and right sides, remove both the inboard/outboard steering gear boot clamps and slide the boot fully outboard. Refer to *Steering Gear Boot Replacement* in SI.



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4. Using a paint pen or marker, place an indexing mark from the tie rod to the rack bar, on both sides.



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Note: Use of a 1 9/16" crowfoot is necessary to check the torque.



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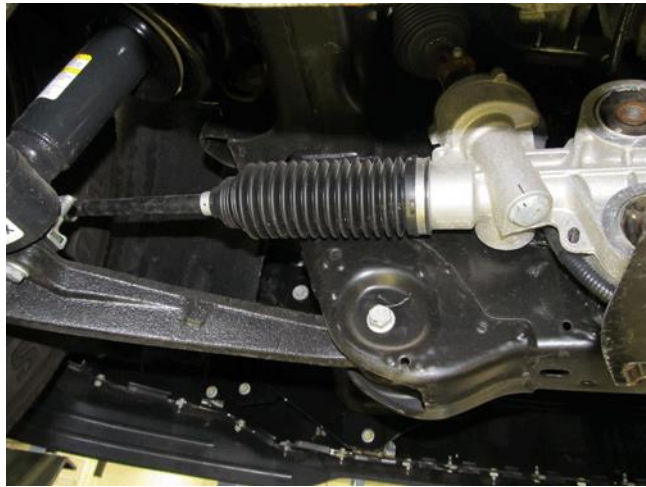
Caution: The pipe wrench must be placed on the rack bar of the steering gear and positioned up against the inner tie rod housing. The pipe wrench must be used to react the torque which will be applied (via the crows foot wrench) to the inner tie rod ball joint assembly. Placing the pipe wrench in any other location will cause damage to the steering gear.

5. Holding the rack bar with a pipe wrench, check the "torque to tighten" on the tie rod to rack bar attachment on both sides. Apply 30 Nm (22 lb ft) torque in a clockwise direction. Do not exceed this specification.
6. Inspect both the left and right inner tie rod and rack bar for a change in position of the index mark with respect to each other.
 - If any position change is observed on either side, the steering gear assembly must be replaced. Proceed to STEERING GEAR ASSEMBLY REPLACEMENT.
 - If no relative motion is observed between the tie rod and the rack bar, on either side, continue to step #7.



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IMPORTANT: Prior to installing the inboard clamp, apply a small amount of grease on the steering gear housing, where the steering gear boot sits on each side.



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7. Reinstall the steering gear boot to the rack housing with a new crimp clamp, on both left and right sides. Refer to *Steering Gear Boot Replacement* in SI.
8. Reinstall the steering gear skid shield. Refer to *Steering Gear Skid Shield Replacement* in SI.

STEERING GEAR ASSEMBLY REPLACEMENT

1. Remove the steering gear assembly. Refer to *Electric Belt Drive Rack and Pinion Steering Gear Replacement* in SI.
2. Install the new steering gear assembly. Refer to *Electric Belt Drive Rack and Pinion Steering Gear Replacement* in SI.

COURTESY TRANSPORTATION – For U.S. 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.

Labor Code	Description	Labor Time	Net Item
9100557	Inspect Inner Tie Rod for Correct Torque (Both Sides)	1.0	N/A
9100558	Replace Electric Belt Drive Rack and Pinion Steering Gear (Includes Inspection)	3.0	N/A

Note: The applicable towing charge should be claimed as “Net Item Towing” within the GWM claim submission.

CUSTOMER NOTIFICATION – For U.S. and Canada

General Motors will notify customers of this recall on their vehicle via FedEx letter.

CUSTOMER NOTIFICATION – For 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.

DEALER RECALL RESPONSIBILITY – For U.S. and Export (U.S. States, Territories, and Possessions)

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 unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. 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.





IMPORTANT SAFETY RECALL

May 2014

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 2014 model year Chevrolet Silverado and GMC Sierra and 2015 model year Chevrolet Tahoe 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.

ATTENTION

- This notice applies to your 2014 model year Chevrolet Silverado or GMC Sierra or 2015 model year Chevrolet Tahoe. Your vehicle is involved in GM recall 14204.
- **FOR YOUR SAFETY, DO NOT DRIVE YOUR VEHICLE UNTIL IT HAS BEEN INSPECTED OR REPAIRED.**
- Contact your GM dealer as soon as possible to arrange to have your vehicle towed to the dealership. **Do not drive your vehicle to the dealership.**
- This service will be performed for you at **no charge**. You will also be provided with a courtesy vehicle while your vehicle is being serviced.

Why is your vehicle being recalled?

The tie rod threaded attachment to the steering gear rack on the vehicle may not be tightened to specification. With this condition, the tie rod can separate from the steering rack and a crash could occur without prior warning.

What will we do?

Your GM dealer will inspect your vehicle's inner tie rods for correct torque and, if necessary, replace the steering gear. 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 service correction time of approximately one to three hours.

What should you do?

You should contact your GM dealer as soon as possible to arrange to have your vehicle towed to the dealership. A courtesy vehicle will be provided, if needed. **Do not drive your vehicle to the dealership.**

FOR YOUR SAFETY, DO NOT DRIVE YOUR VEHICLE UNTIL IT HAS BEEN INSPECTED OR REPAIRED.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center 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
Guam	65-6267-1752	
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>.

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

Jim Moloney
General Director,
Customer and Relationship Services

GM Recall Number: 14204