



Bulletin No.: 15168  
Date: March 2015

# Recall Bulletin

## PRODUCT SAFETY RECALL

**SUBJECT:** Loss of Electric Power Steering Assist

**MODELS:** 2015 Buick Encore  
2015 Chevrolet Trax

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 March 12, 2015. 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 model year Buick Encore and Chevrolet Trax vehicles. In certain of these vehicles, the steering column assembly housing may come into contact with the power steering printed circuit board. This contact could eventually cause enough wear on the power steering printed circuit board to cause a sudden loss of power steering assist. If power steering assist is lost, steering control can still be maintained but would require an increased steering effort, which presents a greater risk of a crash. If power steering assist is lost or reduced, a malfunction indicator light displays on the instrument panel to inform the driver.

### CORRECTION

Dealers are to inspect and, if necessary, replace the steering column assembly.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in the GM Global Warranty Management system. Dealership service personnel must 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  
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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.

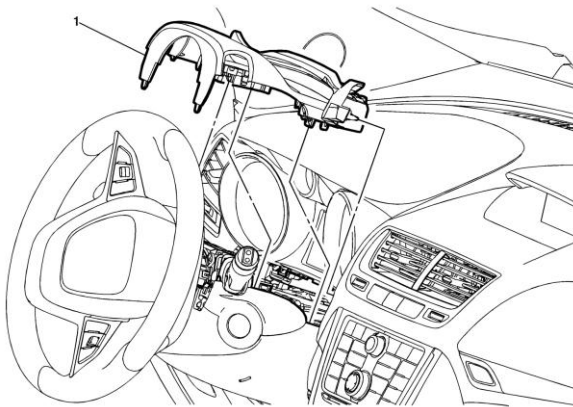
### PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. This part will be on Order Writing control initially and all DRO’s (Daily Replenishment Orders) will cancel. Dealers can place orders CSO (Customer Special Order). In emergency situations a dealer should place a SPAC case and the orders will be processed in the order received.

**Important: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the steering column.**

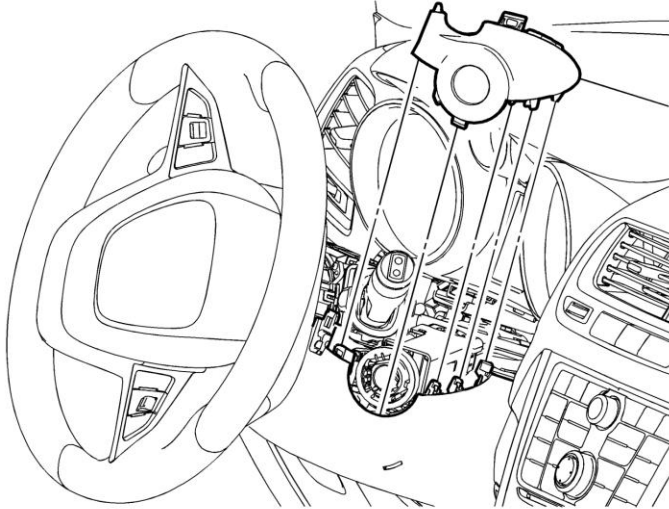
Part Number	Description	Quantity/Vehicle
94544335	COLUMN PKG, STRG	1

### SERVICE PROCEDURE



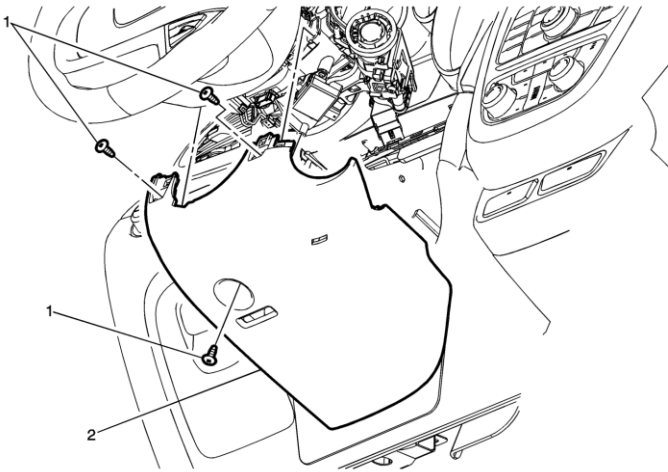
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1. Unclip the steering column upper trim cover (1) from the steering column lower trim cover.
2. Disengage the steering column upper trim cover flexible part from instrument cluster.
3. Carefully pull plastic part rearward from instrument cluster.



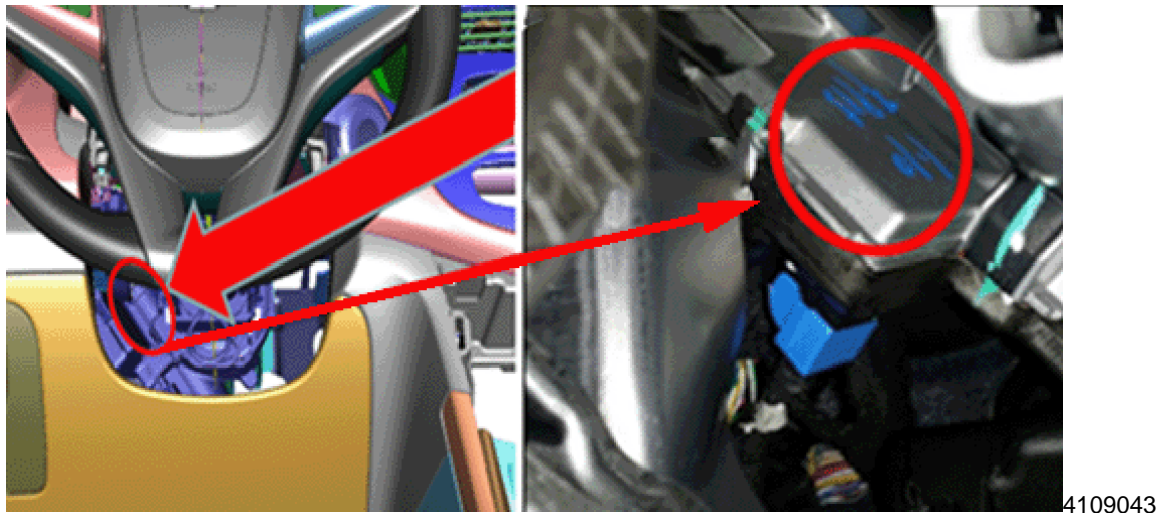
2780180

4. Unclip the ignition lock cylinder opening cover (1) from the steering column lower trim cover.
5. Remove the ignition lock cylinder opening cover.



2784018

6. Remove the fasteners (1) from the steering column lower trim cover (2).
7. Remove the steering column lower trim cover for column inspection.



Location of steering column lot number

8. Check the housing LOT number.



**NOTE:** If the LOT number is illegible, or not readable, replace steering column.

9. A part with a LOT number (1) above 1200 (**including 1200, and up to and including 1600**) is **not OK** and must be replaced with a new steering column.
10. **If the LOT number is 1199 or less, then the part is OK** and the steering column does not need to be replaced. Do not go to the next step. Re-assemble parts in reverse order.
11. If the steering column has failed inspection, it will be necessary to replace the column. Refer to *Steering Column 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
9101359	Inspect Steering Column LOT number – No Further Action Required	0.2	N/A
9101360	Inspect & Replace Steering Column	1.1	N/A
9101373	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 (March 12, 2015) to the date the repair is completed and the vehicle is ready for sale (not to exceed 21 days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2015 Buick Encore	\$ 3.27	\$ 4.61
2015 Chevrolet Trax	\$ 2.77	\$ 3.59

**CUSTOMER NOTIFICATION** – For US and Canada

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

**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.

**DEALER RECALL RESPONSIBILITY** – For US and Export (US 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

April 2015

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 Buick Encore and Chevrolet Trax 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.

## IMPORTANT

- Your vehicle is involved in GM recall 15168.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

In certain of these vehicles, the steering column assembly housing may come into contact with the power steering printed circuit board. This contact could eventually cause enough wear on the power steering printed circuit board to cause a sudden loss of power steering assist. If power steering assist is lost, steering control can still be maintained but would require an increased steering effort, which presents a greater risk of a crash. If power steering assist is lost or reduced, a malfunction indicator light displays on the instrument panel to inform the driver.

### What will we do?

Your GM dealer will inspect and, if necessary, replace the steering column 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 inspection time of approximately fifteen minutes. If part replacement is required, an additional one hour and ten minutes may be required.

### 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)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
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>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 15V146.

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 #15168