



Recall Bulletin

PRODUCT SAFETY RECALL

SUBJECT: Loss of Power Steering Assist
MODELS: 2016 Buick Regal All-Wheel Drive
Equipped with Electric Power Steering (RPO NJ2)

The Service Procedure and the Warranty Information sections have been revised. Effective immediately, technicians MUST record the SPS Warranty Claim Code on the job card. To avoid warranty transaction rejection, this information must be entered when submitting the transaction. Please discard all copies of bulletin 21510.

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 February 19, 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** 2016 model year Buick Regal model vehicles equipped with Electric Power Steering (RPO NJ2). Some of these vehicles have a condition in which the power-steering assist system can fail while driving. If this occurs, the vehicle will lose power-steering assist. If power steering assist is lost, a malfunction indicator light and Service Power Steering message will illuminate on the instrument panel and a warning chime will sound. Steering control can still be maintained, but will require increased steering effort, particularly at lower speeds, which could increase the risk of a crash.

CORRECTION

Dealers are to replace the electric belt drive rack and pinion steering gear 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, 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 Pre-Ship Information – For US and Canada

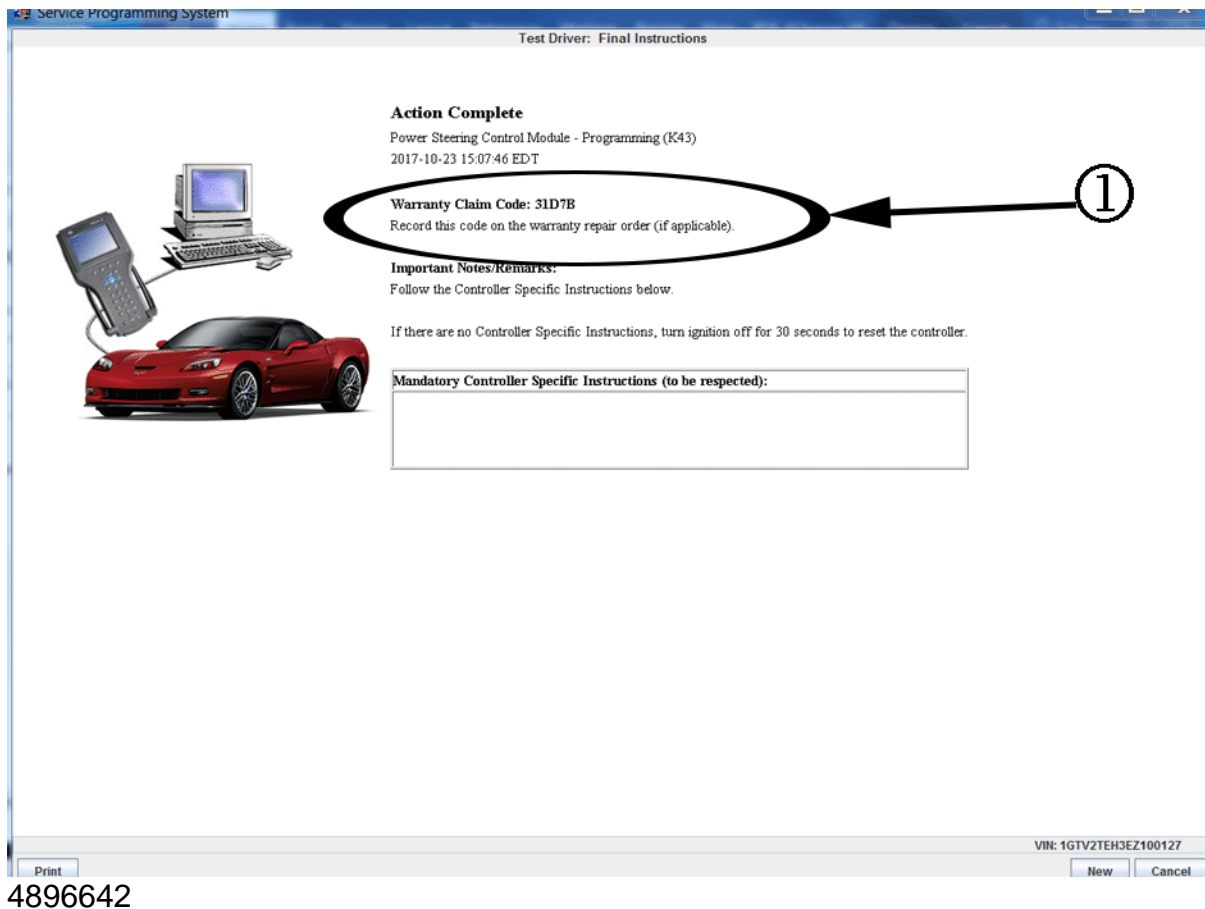
Important: An initial supply of the Gear (22969531) and Gaskets (23194206, 22816982) required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin and conclude the week of March 14, 2016. Pre-shipped parts will be charged to dealer's open parts account. The remaining parts involved for this recall will be on open ordering. There is a limited supply of parts and they are repair specific.

For US and Canada: All orders placed on the Gear (22969531) and Gasket (23194206, 22816982) part numbers prior to the pre-ship will be cancelled. Additional parts, if required, are to be obtained from GMCC&A. Please refer to your "involved vehicles listing" before ordering parts. **Parts are currently in limited supply.** Order parts on a CSO = Customer Special Order. DRO's will be cancelled. Parts may have quantity limiters in effect. **All orders will be reviewed prior to being filled.**

Important: Due to limited parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which Steering Knuckle Bolt and Steering Knuckle Nut to order.

Part Number	Description	Quantity/Vehicle
22969531	Electric Belt Drive Rack and Pinion Steering Gear	1
11518632	Steering Gear Bolts	2
11609282	Steering Gear Nuts	2
11517996	Steering Knuckle Nut	2
11518632	Steering Knuckle Bolt	2
13258478	Steering Knuckle Nut	2
11516382	Steering Knuckle Bolt	2
11588747	Transmission Front Mount Bolts	1
11515769	Transmission Front Mount and Frame Reinforcement Bolts	4
23194206	Catalytic Converter Gasket	1
22816982	Exhaust Muffler Gasket	1
11588723	Stabilizer Shaft Bolts	4

SERVICE PROCEDURE

Important: Technicians **MUST** record the SPS Warranty Claim Code (1) on the job card. To avoid warranty transaction rejection, this information must be entered when submitting the transaction.

1. Replace the Electric Belt Drive Rack and Pinion Steering Gear. Refer to *Electric Belt Drive Rack and Pinion Steering Gear Replacement (AWD, LTG/M7U, NJ2)* in SI.
2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

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
9102050*	Electric Belt Drive Rack and Pinion Steering Gear Replacement **	5.1	N/A
9102087	Floor Plan Reimbursement	N/A	***

* To avoid warranty transaction rejection, the SPS Warranty Claim Code must be entered when submitting this transaction. If the technician failed to record this information on the job card, it is retrievable. See Warranty Information Bulletin 06-08-47-001M (SI Document ID 4724920) for instructions.

** Includes *Wheel Alignment - Steering Wheel Angle and/or Front Toe Adjustment and Steering Angle Sensor Centering* procedures.

*** 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 (February 19, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 28 days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2016 Buick Regal	\$ 4.03	\$ 5.74

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. For owners outside these areas, dealers should notify customers using the attached sample letter.

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 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/repared 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. 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

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 2016 model year Buick Regal 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 21510.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The power-steering assist system can fail while driving. If this occurs, the vehicle will lose power-steering assist. If power steering assist is lost, a malfunction indicator light and Service Power Steering message will illuminate on the instrument panel and a warning chime will sound. Steering control can still be maintained, but will require increased steering effort, particularly at lower speeds, which could increase the risk of a crash.

What will we do?

Your GM dealer will replace the electric belt drive rack and pinion steering gear 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 5 hours and 10 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)
Buick	1-866-608-8080	1-800-832-8425
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 16V108.

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 21510