

Frequently Asked Questions (FAQs) for Safety Recall 18289 Loss of Steering Assist

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

Q1) Which vehicles are involved?

A1) Certain 2015 model year Chevrolet Silverado LD, Suburban, and Tahoe vehicles; GMC Sierra LD and Yukon vehicles; Cadillac Escalade vehicles.

Q2) What is the issue or condition?

A2) These vehicles may experience a temporary loss of EPS assist followed by a sudden return of EPS assist, particularly during low-speed turning maneuvers. The loss and sudden return of EPS assist typically happens within a 1 second period and is caused by an electrical/software issue.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) If power steering assist is lost (i.e., the vehicle reverts to manual steer) a driver information center (DIC) message may alert the driver to an EPS problem. Also, other electrical sub-systems may shut down at the same time or just before the event, which could temporarily disable the radio, stabilitrack, the DIC, chimes, door-lock cycling, air conditioning, or cruise control.

Q4) What is the remedy/repair?

A4) Dealers will perform a reflash of the EPS module software.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) If EPS assist is lost and suddenly returned, the driver could have difficulty steering the vehicle, especially at low speeds, increasing the risk of a crash.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, the remedy/repair is available at Cadillac, Chevrolet and GMC dealers. Customers are strongly urged to repair their vehicle as soon as possible.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at my.gm.com/recalls or via NHTSA's website at vinrcl.safercar.gov/vin/.

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Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.