



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

November 26, 2019

Mr. Tim Cochran  
General Motors LLC  
29427 Louis Chevrolet Road  
Warren, MI 48093

NEF-150SS  
19V-801

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

Dear Mr. Cochran:

This letter serves to acknowledge General Motors LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CHEVROLET/SS/2014-2016

**Mfr's Report Date:** November 7, 2019

**NHTSA Campaign Number:** 19V-801

**Components:**

STEERING:ELECTRIC POWER ASSIST SYSTEM

**Potential Number of Units Affected:** 476

**Problem Description:**

General Motors LLC (GM) is recalling certain 2014-2016 Chevrolet SS vehicles that previously received an inspect-only remedy under recall 17V-382. Corrosion of the connector between the electric power steering module and the torque sensor connector may cause a loss of electric power steering assist.

**Consequence:**

A greater steering effort would be needed to control the vehicle if power steering is lost, increasing the risk of a crash.

**Remedy:**

GM will notify owners, and dealers will replace the steering gear assembly, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact Chevrolet customer service at 1-800-222-1020 or GM customer service at 1-586-596-1733. GM's number for this recall is N192265980.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received GM's proposed owner notification letter and have approved it for distribution.

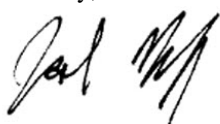
Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at [sarah.shiver@dot.gov](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Josh Neff".

Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement