

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5284
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 16, 2020

Subject: N192265980 - Safety Recall
Loss of Power Steering Assist

Models: 2014-2016 Chevrolet Caprice (Export only)
2014-2016 Chevrolet SS

To: All General Motors Dealers

General Motors is releasing Safety Recall N192265980 today. The total number of U.S. vehicles involved is approximately 476. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery December 10, 2019. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Working Capital Assistance Program (WCAP) Eligibility

Vehicles which were in dealer inventory at the time of this bulletin release were eligible for WCA. Please refer to the attached bulletin and GlobalConnect Message GCUS-9-7345 for additional information.

Customer Letter Mailing

The customer letter mailing will begin on February 04, 2020.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated January 16, 2020. There are no involved vehicles in dealer new inventory. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

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