

# Product Safety Recall

## N182182760 Loss of Power Steering Assist



**Release Date:** May 2019

**Revision:** 01

**Revision Description:** The Warranty Information table was updated to include aligning the vehicle. Please discard all previous copies of bulletin N182182760.

**Attention:** 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.

Dealers were notified of this upcoming safety recall on February 7, 2019. 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.

**Parts are now available for the 2017 Chevrolet Camaro vehicles.**

Parts are **NOT** yet available for the 2016-2017 Cadillac ATS, 2016-2018 Cadillac CTS, or 2017 Chevrolet Corvette vehicles. This bulletin will be revised when parts become available for the rest of the affected population.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	ATS	2016	2017		
Cadillac	CTS	2016	2018		
Chevrolet	Camaro	2017	2017		
Chevrolet	Corvette	2017	2017		

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2016 – 2018 model year Cadillac CTS and 2017 model year Chevrolet Camaro, Corvette, and Cadillac ATS vehicles. These vehicles may experience a loss of electric power steering (“EPS”) assist while driving. Loss of EPS assist may last an entire ignition cycle, but may return once the vehicle is restarted. Customers may experience this condition during subsequent ignition cycles. If power steering assist is lost, manual steering functionality is retained but would require increased steering effort, particularly at lower speeds, increasing the risk of a crash.
<b>Correction</b>	Dealers will replace the power steering gear assembly.

### Parts

Quantity	Part Name	Part No.
1	Bolt, Inter Str	11547510
2	Steering Gear Bolt (All RWD Applications)	11588747
1	Loctite (red)	19369733 (US) 10953488 (CA)

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which power steering gear assembly to order. Order parts on a CSO = Customer Special Order, DRO's may be cancelled. All orders may be reviewed prior to being filled.

**IMPORTANT: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts may have quantity limiters in effect.**

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

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### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104308	Electric Belt Drive Rack and Pinion Steering Gear Replacement Chevrolet Camaro Add: Equipped with LT1/LT4 Engine Equipped with KC4 Add: Front Toe and/or Steering Wheel Alignment	2.0 0.1 0.4 0.7	ZFAT	*
9104319	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	**
9104320	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***
9104321	Floor Plan Reimbursement	N/A	ZFAT	****
9104497	Working Capital Assistance Program Reimbursement	N/A	ZFAT	*****

Note: To avoid having to “H” route the customer reimbursement / floor plan transaction for approval, it must be submitted prior to the repair transaction.

- \* The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A Dealer net price for Loctite needed to perform the required repairs, not to exceed \$0.50 USD, \$0.67 CAD, plus applicable Mark-Up or Landed Cost (for Export).
- \*\* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.  
For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.
- \*\*\* Submit \$10.00 administrative allowance in Net/Admin Allowance.
- \*\*\*\* USA & Canada Only – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount 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 7, 2019) to the date the repair is completed and the vehicle is ready for sale (not to exceed 102 days):

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2017 Chevrolet Camaro	\$6.76	N/A

**Note: US Only** - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

**Important: The WCAP ZSET transaction labor code, 9800023, provided in the dealer message sent on (February 21, 2019), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.**

\*\*\*\*\* **US Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (February 7, 2019) to the date the recall bulletin was released (not to exceed 102 days).

**Canada Dealers Only** - For Canada, please continue to follow the process outlined in the Used Virtual Coupon Program Dealer message published on January 4, 2019. (see GCCA-5-1323).

### Working Capital Assistance Program (WCAP)

Vehicle	Working Capital Assistance Reimbursement Amount
2017 Chevrolet Camaro	\$11.00

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### Service Procedure

**Note:** Parts are available for *only* the 2017 Chevrolet Camaro vehicles.

Parts are NOT yet available for the 2016-2017 Cadillac ATS, 2016-2018 Cadillac CTS, or 2017 Chevrolet Corvette. This bulletin will be revised when parts become available for the rest of the affected population.

Replace the Electric Belt Drive Rack and Pinion Steering Gear. Refer to *Electric Belt Drive Rack and Pinion Steering Gear Replacement* in SI.

### Dealer Responsibility – For USA & Export (USA 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 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/repaired 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. 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.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

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### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

### Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by May 17, 2020. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



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