

# Product Safety Recall

## N182182760 Loss of Power Steering Assist



**Release Date:** June 2019

**Revision:** 02

**Revision Description:** The Warranty Information table was updated to include all vehicles. Floor plan and WCAP information were updated, and the customer letter was also added. Please discard all previous copies of bulletin N182182760-01.

**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.

| 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 – 2017 model year Cadillac ATS, 2016 – 2018 model year Cadillac CTS, and 2017 model year Chevrolet Camaro and Corvette 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.  |
|----------|--|---|
| 2        | Steering Knuckle Nut (Corvette only)                 | 11546368  |
| 2        | Lower Control Arm Front Bolt (AWD ATS/CTS only)      | 11610915  |
| 2        | Lower Control Arm Rear Bolt (AWD ATS/CTS only)       | 11611268  |
| 2        | Steering Gear Bolt (AWD ATS/CTS only)                | 11589283  |
| 2        | Steering Gear Bolt (All RWD Applications)            | 11588747  |
| 2        | Front Stabilizing Shaft Link Bolt (AWD ATS/CTS only) | 11548382  |
| 2        | Front Wheel Drive Shaft Nut (AWD ATS/CTS only)       | 11611687  |
| 1        | Loctite (red)  | 19369733 (US)<br>10953488 (CA)<br>Obtain Local<br>Equivalent-<br>(EXPORT) |

**Note:** Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which power steering gear assembly to order.

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Order parts on a CSO = Customer Special Order only. DRO’s may be cancelled. **All orders may be reviewed prior to being filled.** Parts may have quantity limiters in effect.

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

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

### Warranty Information

| Labor Operation | Description   | Labor Time  | Trans. Type | Net Item |
|-----------------|---|---|-------------|----------|
| 9104308         | Electric Belt Drive Rack and Pinion Steering Gear Replacement<br>Cadillac ATS RWD<br>Cadillac ATS Equipped with LF4 Engine<br>Cadillac ATS AWD Equipped with LGX Engine<br>Cadillac ATS AWD Equipped with LTG or LFX Engine<br>Add: Reprogram Power Steering Control Module (ATS only)<br>Cadillac CTS RWD<br>Cadillac CTS AWD<br>Cadillac CTS V-Series<br>Chevrolet Camaro<br>Add: Equipped with LT1/LT4 Engine<br>Equipped with KC4<br>Chevrolet Corvette<br>Add: Front Toe and/or Steering Wheel Alignment | 2.5<br>2.2<br>2.8<br>2.9<br>0.3<br>1.5<br>3.3<br>3.0<br>2.0<br>0.1<br>0.4<br>4.3<br>0.7 | ZFAT        | *        |
| 9104319         | Customer Reimbursement Approved<br>- For USA and Canada dealers only<br>- For Export dealers only   | N/A<br>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 136 days):

| Vehicle                 | Floor Plan Reimbursement Amount |         |
|-------------------------|---------------------------------|---------|
|                         | USA                             | Canada  |
| 2016 Cadillac ATS       | \$9.75                          | N/A     |
| 2017 Cadillac ATS       | \$7.76                          | N/A     |
| 2016 Cadillac CTS       | \$9.91                          | N/A     |
| 2017 Cadillac CTS       | \$10.22                         | \$10.41 |
| 2018 Cadillac CTS       | \$11.08                         | N/A     |
| 2017 Chevrolet Camaro   | \$6.76                          | N/A     |
| 2017 Chevrolet Corvette | \$13.84                         | \$12.43 |

**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.**

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\*\*\*\*\* **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 136 days).

**Canada Dealers Only** - For Canada, please continue to follow the process outlined in the Used Virtual Coupon Program Dealer message published on February 21, 2019 (see GCCA-5-1348).

### Working Capital Assistance Program (WCAP)

| Vehicle                 | Working Capital Assistance Reimbursement Amount |
|-------------------------|---|
| 2016 Cadillac ATS       | N/A – None produced for GMNA                    |
| 2017 Cadillac ATS       | N/A – None produced for GMNA                    |
| 2016 Cadillac CTS       | \$9.51  |
| 2017 Cadillac CTS       | \$11.46   |
| 2018 Cadillac CTS       | \$13.70   |
| 2017 Chevrolet Camaro   | \$11.00   |
| 2017 Chevrolet Corvette | \$18.07   |

### Service Procedure

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.

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### 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.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

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.

### 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 July 31, 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.



**We Support  
Voluntary Technician  
Certification**



# IMPORTANT SAFETY RECALL

July 2019

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.

*Previously, you were notified that your 2016 – 2017 model year Cadillac ATS, 2016 – 2018 model year Cadillac CTS, or 2017 model year Chevrolet Camaro or Corvette vehicle was involved in GM recall N182182760. This letter is to inform you that parts are now available to repair your vehicle.*

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2016 – 2017 model year Cadillac ATS, 2016 – 2018 model year Cadillac CTS, or 2017 model year Chevrolet Camaro or Corvette 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 N182182760.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

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.

### What will we do?

Your GM dealer will replace the power 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 inspection and service time of approximately 5 hours.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

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**Did you already pay for this repair?** Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request; however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by July 31, 2020, unless state law specifies a longer reimbursement period.

**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) |
|-----------------------|----------------|-----------------------|
| Cadillac              | 1-866-982-2339 | 1-800-833-2622        |
| Chevrolet             | 1-800-630-2438 | 1-800-833-2438        |
| 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 19V086.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs  
Vice President  
Global Vehicle Safety

Enclosure  
GM Recall N182182760