

Frequently Asked Questions (FAQs) for Safety Recall N182182760 Loss Of Power 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:

- 2016 – 2017 model year Cadillac ATS vehicles,
- 2016 – 2018 model year Cadillac CTS vehicles,
- 2017 model year Chevrolet Camaro vehicles,
- 2017 model year Chevrolet Corvette vehicles.

Q2) What is the issue or condition?

A2) 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.

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, manual steering functionality is retained but would require increased steering effort, particularly at lower speeds, increasing the risk of a crash. A driver information center (DIC) message and audible chime will occur within a few seconds of the intermittent condition and may alert the driver of an EPS problem.

Q4) What is the remedy/repair?

A4) Dealers will replace the power steering gear assembly.

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

A5) 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.

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, parts are now available for all involved vehicles.

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 being sent to customers on July 03, 2019.

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 <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

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.