

## **Frequently Asked Questions (FAQs) for Safety Recall N192265980 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) 2014-2016 Chevrolet Caprice and SS vehicles.

**Q2) What is the issue or condition?**

A2) Vehicles that were subject to NHTSA Recall No. 17V382 and may have been incorrectly inspected. These vehicles may experience loss of electric power steering (“EPS”) assistance while driving or idling as a result of fretting corrosion on the connector between the EPS module and the torque sensor.

**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 malfunction indicator light displays on the instrument panel and a chime sounds to inform the driver.

**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) No. Customers will be notified when parts become available.

**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 to customers.

**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.