

Frequently Asked Questions (FAQs) for Safety Recall N192285350 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) 2015 – 2016 Chevrolet Caprice PPV and 2015 – 2016 Chevrolet SS

Q2) What is the issue or condition?

A2) General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015-2016 model year Chevrolet SS and Caprice PPV vehicles. 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 (i.e., the vehicle reverts to manual steer), 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 steering gear assembly with a new assembly fitted with gold-plated terminals.

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

A5) If power steering is lost, manual steering functionality is retained but would require an 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, the remedy/repair is available now, please see the attached bulletin for details.

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.