

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5732  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 25, 2021

Subject: Upcoming Safety Recall N202325410  
Loss of Power Steering Assist

Models: 2015 Chevrolet Colorado  
2015 GMC Canyon

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves 2015 model year Chevrolet Colorado and GMC Canyon vehicles. The GM recall number is N202325410.

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 until the defect is remedied.

These vehicles may experience loss of power steering assist at startup or while driving due to the potential for a poor electrical connection within the steering gear assembly. A poor electrical connection in the affected steering gear assemblies may be caused by corrosion of certain connectors within the assemblies, or by damage to these connectors that occurred during the supplier's manufacturing process. If loss of connection occurs, 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. If power steering assist is lost, steering control can still be maintained but would require an increased steering effort, particularly at lower speeds, increasing the risk of a crash.

Parts are not currently available, but when parts are available, dealers are to replace steering gear torque sensor cover assembly.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on March 25, 2021. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

**Question and Answer Document (Q&A)**

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE  
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