

## **Frequently Asked Questions (FAQs) for Safety Recall N202325410 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 2015 model year Chevrolet Colorado and GMC Canyon vehicles.

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

**A2)** 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.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

**A3)** 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.

**Q4) What is the remedy/repair?**

**A4)** Dealers will replace steering gear torque sensor cover assembly.

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

**A5)** 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.

**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, when a remedy is available and/or sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing 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 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.