



March 25, 2021

Chronology of Defect / Noncompliance Determination

573.6 (c) (6) (7)

Describe the chronology of events leading up to the defect decision or test data for the noncompliance decision:

On December 9, 2020, a report was entered into GM's Speak Up For Safety (SUFS) program following a review by GM with the National Highway Traffic Safety Administration (NHTSA) of elevated complaints of power steering loss on certain 2015 Chevrolet Colorado and GMC Canyon vehicles that were outside the scope of a previous GM recall for loss of power steering assist (Ref. NHTSA Recall No. 16V054). GM opened an investigation on December 10, 2020.

Recall No. 16V054, which was issued on January 27, 2016, addressed loss of power steering assist occurring due to a supplier manufacturing issue that caused damage to certain electrical connectors in the affected vehicles' steering gear assemblies. The recall population in that case was determined using supplier and GM production records indicating which build dates may have been affected. In connection with the subject investigation, GM reviewed warranty and customer-pay field data as well as reports received by NHTSA and Transport Canada, and field returned parts. The investigation determined that steering gears with similarly damaged connectors may have been installed in vehicles on manufacturing days other than the recalled build dates. A clean breakpoint was established for all vehicles built after May 22, 2015, which were equipped with steering gear assemblies manufactured by the supplier after implementing additional process controls.

In addition to the connector damage issue, GM's investigation determined that corrosion on these connectors may be contributing to the condition. For steering gear assemblies manufactured on or before March 14, 2015, the connectors were tin plated and did not have an anti-corrosion coating applied to them. After March 14, 2015, the connectors were improved (either coated with an anti-corrosion gel or gold plated), which corrected the corrosion condition. All vehicles built after May 22, 2015 were equipped with the improved connectors.

On March 18, 2021, after reviewing the results of the investigation, GM's Safety and Field Action Decision Authority decided to conduct a safety recall to replace the affected steering gear sub-assembly on vehicles built on or before the May 22, 2015 breakpoint. This recall does not include vehicles which had previously been repaired under Recall No. 16V504, as part of GM's warranty repair processes, or certain vehicles built in October 2014 that were already repaired under a prior GM Customer Satisfaction Program, No. 18027.