



# Service Bulletin



## SPECIAL COVERAGE

**SUBJECT:** Special Coverage Adjustment – Power Steering Stick-Slip

**MODELS:** 2012-2014 Buick Verano  
2011-2014 Chevrolet Cruze, Volt  
2010-2014 Chevrolet Equinox  
2013-2014 Chevrolet Malibu  
2010-2014 GMC Terrain

**Note:** The calibration for the Chevrolet Volt will not be available until November 26, 2014.

### CONDITION

Some 2012-2014 model year (MY) Buick Verano, 2011-2014 MY Chevrolet Cruze and Volt, 2010-2014 MY Chevrolet Equinox and GMC Terrain, and 2013-2014 MY Chevrolet Malibu vehicles may have increased friction in the steering system. This could cause the steering wheel to stick in the straight-ahead position after driving long distances on a straight highway. The steering wheel can be turned but it may require increased effort.

### SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to 1) replace the steering gear on 2010-2012 model year vehicles; or 2) reprogram the power steering control module on 2013-2014 model year vehicles. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after November 19, 2014 are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to November 19, 2014 must be submitted to the Service Contract provider.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections

and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

### PART INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

**Note:** Parts are only required for 2010-2012 model year vehicles.

Part Number	Description	Quantity/Vehicle
<b>2010-2012 Equinox, Terrain</b>		
20857570	Steering Gear	1
11610938	Steering Gear Mounting Bolt	2
11571223	Lower I-Shaft Bolt	1
22741672	Gasket, Exh Flex Pipe	1
24505057	Gasket, Ctltc Conv Pipe	1

<b>2010-2012 Cruze, Verano, Volt</b>		
13423005	Steering Gear (Cruze, Verano)	1
13413955	Steering Gear (Volt)	1
13317308	Steering Gear Mounting Bolt	2
11546593	Steering Gear Mounting Nut	2
11561374	Frame Reinforcement Bolt	2
11588723	Stab Bar Insulator Clamp Bolt	2
11609282	Stab Bar Link Nut	4

### SERVICE PROCEDURE

**Note:** When performing the reprogram on 2013-2014 vehicles, ensure that the programming description addresses the stick-slip issue.

**2010-2012 Vehicles:** Replace the Steering Gear. Refer to *Steering Gear Replacement* in SI.

**2013-2014 Vehicles:** Reprogram the power steering control module. Refer to *Power Steering Control Module Programming and Setup* in SI.

### CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by November 30, 2015, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 150,000 miles, whichever occurs first.

**All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.**

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.

- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

**IMPORTANT:** GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

#### CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by November 30, 2015. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 240,000 kilometers, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

#### COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below. All transactions should be submitted as a ZREG transaction type, unless noted otherwise.

**Note:** To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

Labor Code	Description	Labor Time	Net Item
2810625	Reprogram Power Steering Control Module with SPS (2013-2014 MY) – For use with vehicles still covered under warranty	0.3	N/A
9900064	Reprogram Power Steering Control Module with SPS (2013-2014 MY) – for use with vehicles no longer covered under warranty	0.3	N/A
7421740	Replace Steering Gear (2010-2012 MY) – For use with vehicles still covered under warranty - Cruze, Verano - Volt - Equinox, Terrain	2.6 3.3 4.0	N/A
9900065	Replace Steering Gear (2010-2012 MY) – For use with vehicles no longer covered under warranty - Cruze, Verano - Volt - Equinox, Terrain	2.6 3.3 4.0	N/A
9900066	Customer Reimbursement Approved	0.2	*
9900067	Customer Reimbursement Denied - For US dealers only	0.1	N/A

\* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

**CUSTOMER NOTIFICATION**

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

November 2014

Dear General Motors Customer:

As the owner of 2012-2014 model year Buick Verano, 2011-2014 MY Chevrolet Cruze or Volt, 2010-2014 model year Chevrolet Equinox or GMC Terrain, or 2013-2014 model year Chevrolet Malibu vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2012-2014 model year Buick Verano, 2011-2014 model year Chevrolet Cruze and Volt, 2010-2014 model year Chevrolet Equinox and GMC Terrain, and 2013-2014 model year Chevrolet Malibu vehicles may have increased friction in the steering system. This could cause the steering wheel to stick in the straight-ahead position after driving long distances on a straight highway. The steering wheel can be turned but it may require increased effort.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2012-2014 model year Buick Verano, 2011-2014 MY Chevrolet Cruze or Volt, 2010-2014 model year Chevrolet Equinox or GMC Terrain, or 2013-2014 model year Chevrolet Malibu vehicle within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by November 30, 2015, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Alicia S. Boler-Davis  
Sr. Vice President  
Global Quality & Customer Experience

Enclosure  
14232

GM CUSTOMER CARE AND AFTERSALES  
DCS3448  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 19, 2014

Subject: 14232 – Special Coverage Adjustment  
Power Steering Stick-Slip

Models: 2010-14 Chevrolet Equinox and GMC Terrain; 2011-14 Chevrolet  
Cruze and Volt; 2012-14 Buick Verano; 2013-14 Chevrolet Malibu

To: All Buick, Chevrolet, and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New Vehicle Sales Manager,  
Used Vehicle Sales Manager, and Warranty Administrator

General Motors is releasing Special Coverage Adjustment 14232 today. The total number of U.S. vehicles involved is approximately 2.2 million. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on November 26, 2014.

**Global Connect (GWM)**

Due to the number of involved vehicles, VINs will be loaded into the "Investigate Vehicle History" (IVH) screen in phases. The loading of VINS will begin November 19, 2014, and should be complete by November 26, 2014.

**Campaign Initiation Detail Report (CIDR)**

The CIDR is not available for Special Coverage Adjustments.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES