



# Program Bulletin

## SB-10057679-3041

### CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Electronic Power Steering Loss of Power Assist

**MODELS:** 2014 Chevrolet Caprice, Caprice PPV  
2014 Chevrolet SS

#### CONDITION

Certain 2014 model year Chevrolet Caprice, Caprice PPV and SS vehicles equipped with electric power steering (EPS) may experience a sudden loss of power steering assist that could occur at any time while driving. If the power steering assist is lost, a message is displayed on the Driver Information Center (DIC) and a chime sounds to inform the driver. Steering control can be maintained, as the vehicle will revert to a manual steering mode, but would require greater driver effort at low vehicle speeds. This condition is likely to be intermittent, the steering usually returns to normal next time the car is started.

#### CORRECTION

Dealers are to inspect the electrical connector at the steering gear control module and install dielectric lubricant to the module terminals.

#### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen 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.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

#### PART INFORMATION

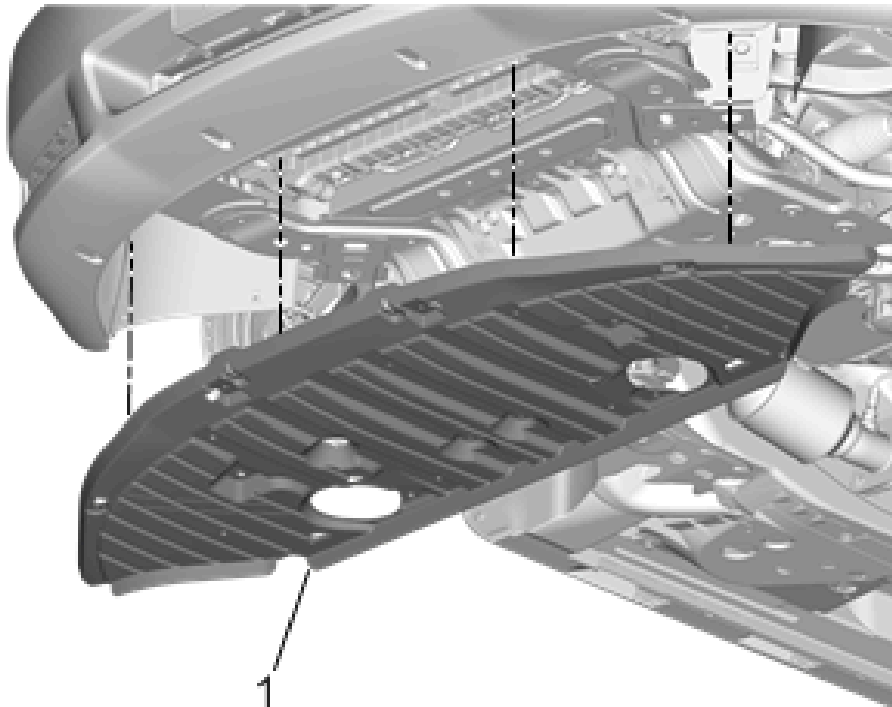
Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Additional parts, if required, are to be obtained from GMCC&A. Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
12377900 - U.S.	Dielectric Lubricant – 2 Oz (57g) (one container will service 12 vehicles)	As Required (submit as Net Item)
Obtain Locally	Plastic Syringe, 10mL minimum capacity	1

### SERVICE PROCEDURE

1. Disconnect the battery negative cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
2. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
3. Caprice PPV only (if equipped) – remove any aftermarket skid plates to access to the EPS unit.



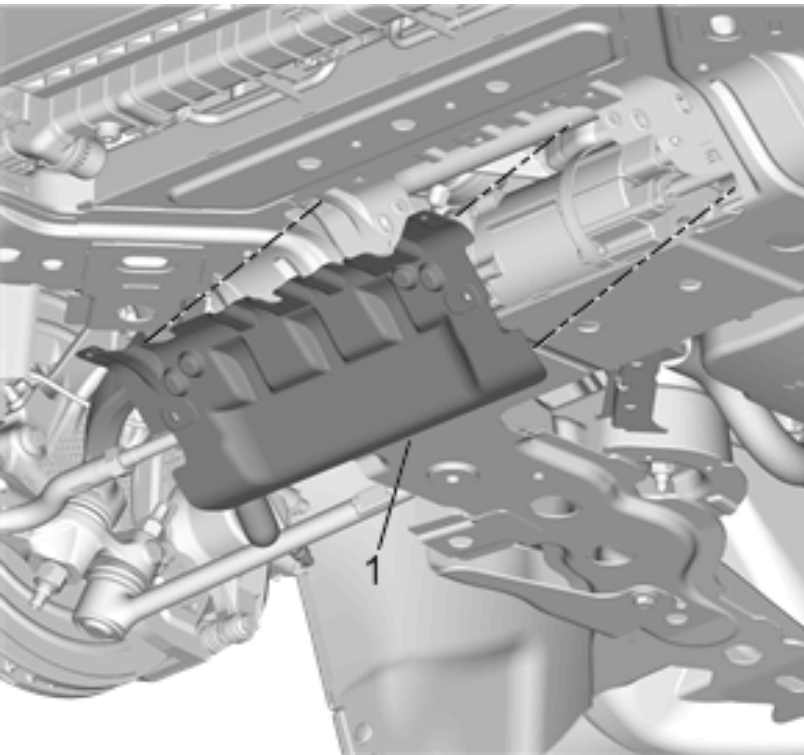
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4. Remove the front fascia extension (1) and wheel liner fasteners. Refer to *Front Bumper Fascia Extension Replacement* in SI.



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5. Separate the fascia extension and wheel house liner by removing the retainers or screws (depending on vehicle) on each side of the vehicle. Remove the fascia extension.



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6. Caprice PPV only – Remove the EPS harness splash shield (1).



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The EPS control module is now accessible.



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7. Disconnect the large 2 terminal connector. Slide the red CPA (Connector Position Assurance) to release the connector from the EPS module. Pull the connector from the steering gear control module for access to the rearmost connector. Refer to *Connector Position Assurance Locks* in SI.

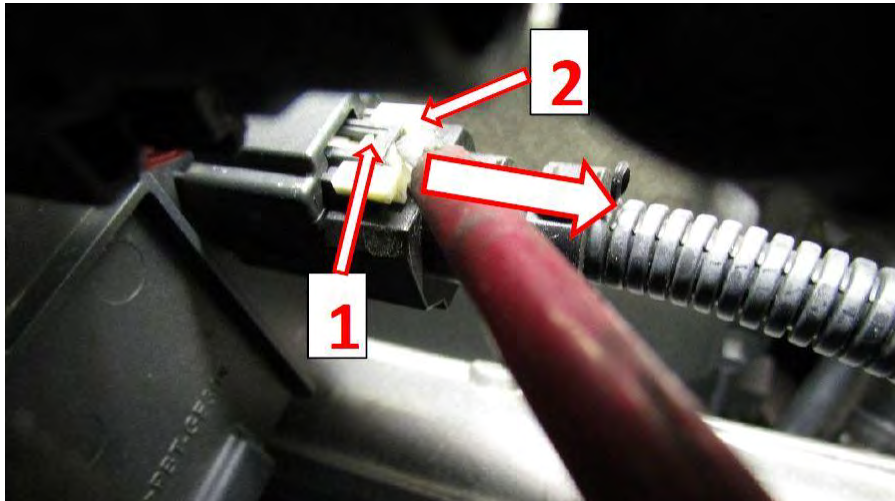
**NOTE:** The connectors should be pulled by gripping the connector housing only – do not pull gripping the harness.





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8. Remove the 8 cavity (6 terminal) connector from the EPS module.



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9. Release the CPA on the 8 cavity electrical connector by first pushing in the tab at Point (1). Pull the CPA (2) outwards. Pull out the connector by pushing down on the connector tab with a screwdriver and then pulling the connector away from the module.



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- 10. Visually inspect the connector for any signs of contamination or damage. If contamination or damage is found, this will need to be repaired as required prior to performing the next step. Refer to *Repairing Connector Terminals (Terminal Repair)* in SI.



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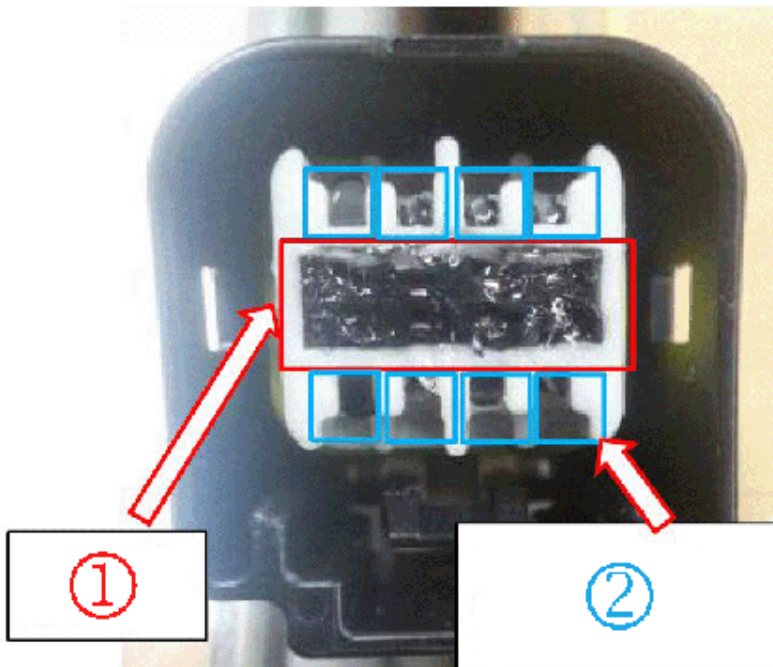
**Note:** Only GM Dielectric Lubricant must be used for this procedure. No substitutions are allowed.



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11. Load approximately 5mL of lubricant in the syringe. Use as required.
12. Apply the dielectric lubricant into the 8 terminal holes located in the connector (Note: 2 terminal positions are not used). All of the terminals/holes will need to be completely filled to the top. For best results, ensure the syringe is perpendicular to the connector end face.

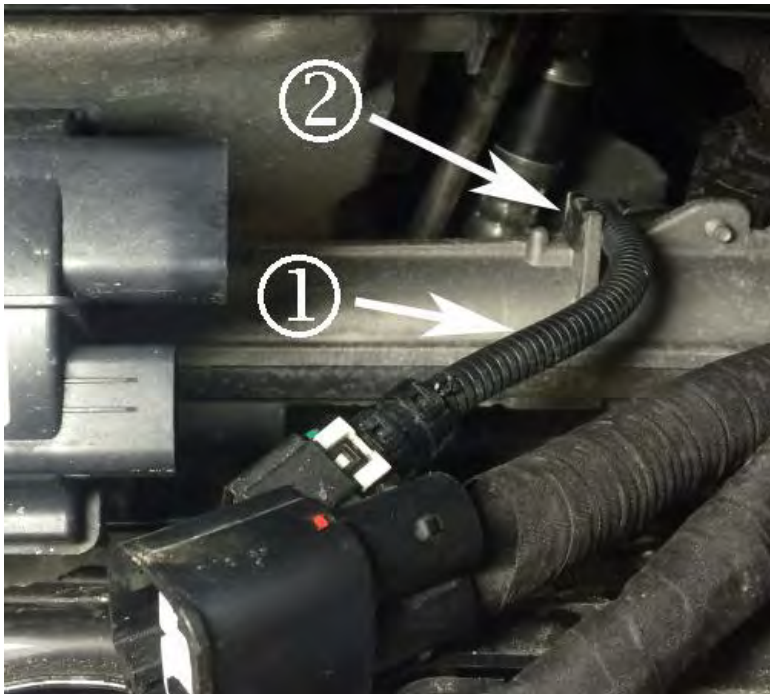
**Note:** Do not insert the nozzle into the terminals.



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13. All of the terminals/holes will need to be completely filled to the top (1). Sufficient lubricant has been added when overflow can be observed out of the side of the terminal (2).





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**IMPORTANT:** Ensure that the wiring loom (1) is securely captured in the retaining clip (2) on the steering rack



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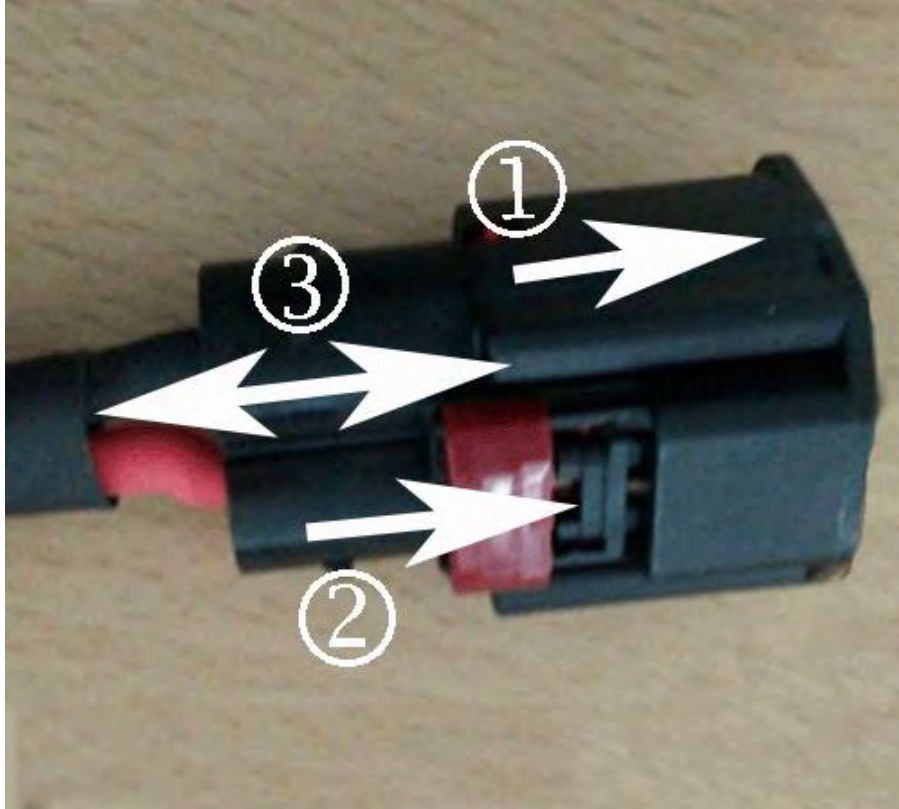
**Note:** The CPA must not be engaged when plugging in the connector.

14. Plug in the connector by first pushing the connector housing inwards. Remove the connector and verify complete coverage of lubricant on all terminal cavities. Reapply additional lubricant if needed. Reseat connector.



**Note:** This test should be finished with a push to ensure the connector is sufficiently seated. Ensure this test is performed by pushing/pulling on the connector housing only; do not push/pull on the harness.

15. Once the connector is fully seated, engage the CPA by pushing it inwards. Confirm the connector is properly secured by performing a push and pull test.



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**Note: Power cable must be engaged in the following order.**

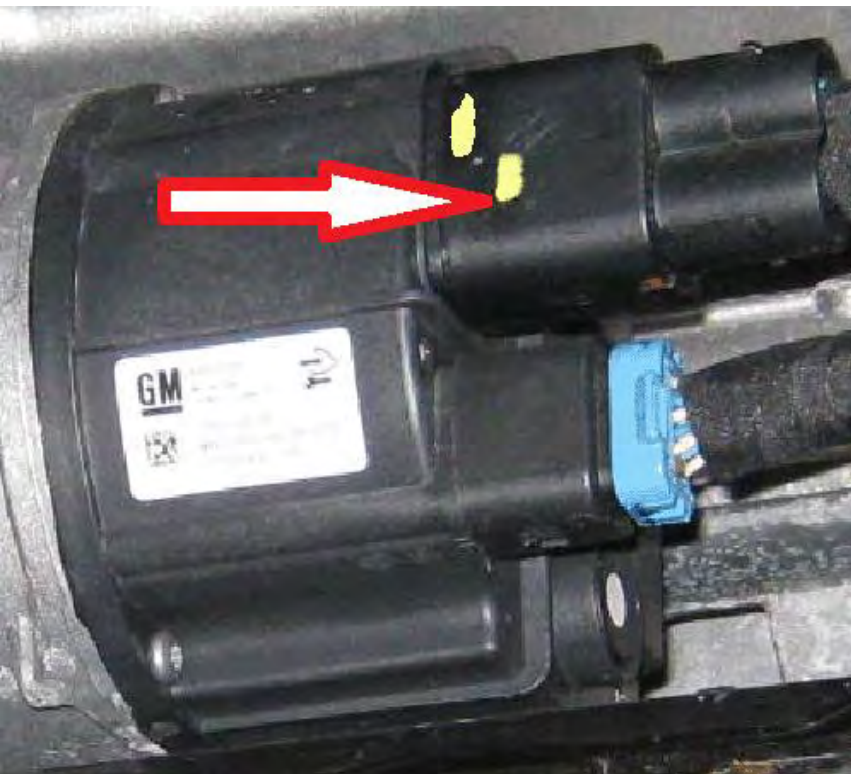
16. When connecting the power cable, use the following steps: Power cable (1) should be engaged inward first. Red CPA pin (2) should be engaged inward secondly, slide the red CPA (Connector Position Assurance) closed to secure the connector to the EPS module. Check the connection status (3) as outward first and inward last.



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17. Connect the large 2 terminal connector (power cable).

**Note:** The connector should engage with an audible click. This test should be finished with a push to ensure the connector is sufficiently seated. Ensure this test is performed by pushing/pulling on the connector housing only; do not push/pull on the harness.

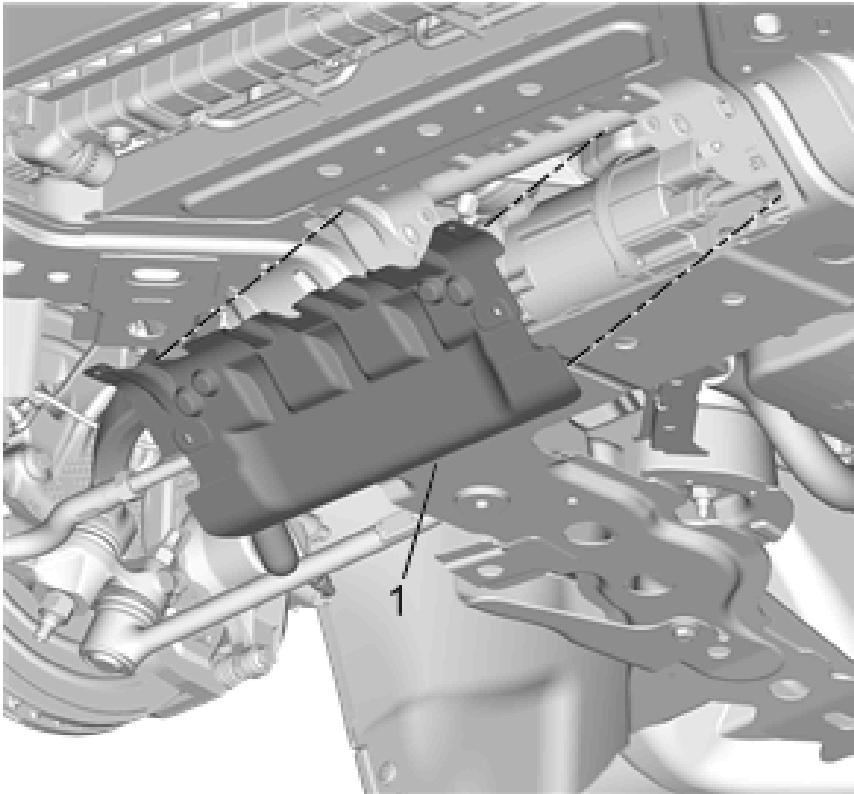


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18. Place a confirmation mark on the male and female end of both connectors. This should be a different color to any marks already present on the connectors.

19. Lower the vehicle.

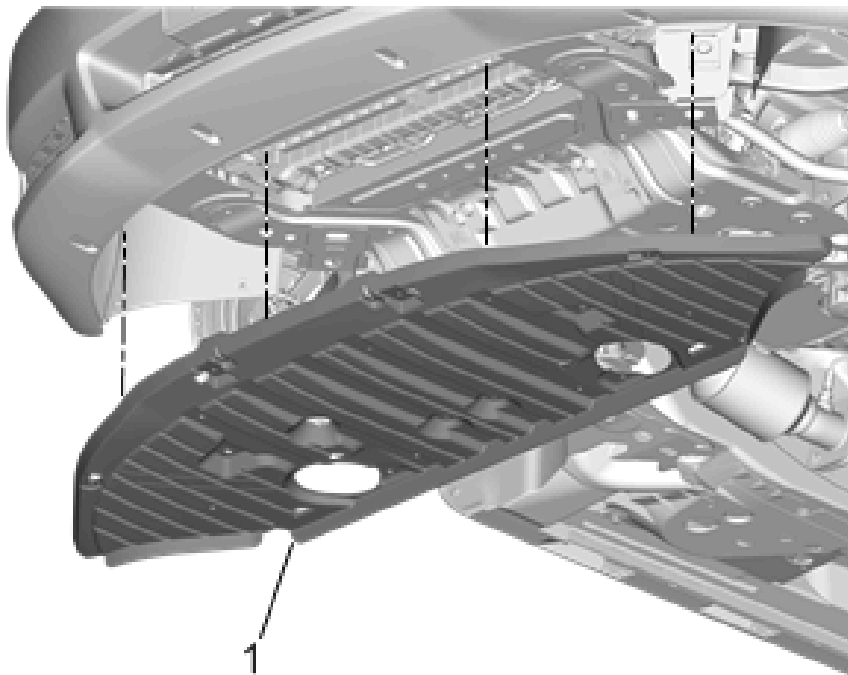
20. Connect the battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
21. Check for fault codes and warning messages on the DIC.
  - 20.1 Refer to *Diagnostic System Check Instructions* in SI.
  - 20.2 If a warning message is shown or DTC is present, the connector should be inspected for damage or signs of poor connection and then repaired as required.
  - 20.3 “Service Power Steering, Drive with care” message on the DIC may indicate there is an issue with the connection.
22. Raise the vehicle.



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23. Caprice PPV only – Install the EPS harness splash shield (1).





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- 24. Install the front fascia extension and wheel liner fasteners Refer to *Front Bumper Fascia Extension Replacement* in SI.
- 25. Caprice PPV only (if equipped) – Install the skid plate if necessary.
- 26. Lower the vehicle.
- 27. Take note and clear any DTC's.

**WARRANTY TRANSACTION INFORMATION**

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

Labor Code	Description	Labor Time	Net Item
9101225	Inspect and Lubricate Steering Gear Control Module Connector Add: Remove and Reinstall PPV Skid Plate (Use Only If Equipped With an Aftermarket Skid Plate).	0.5	*
		0.2	N/A

\* The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A dealer net price for the Dielectric Lubricant and plastic syringe needed to perform the required repairs, not to exceed \$0.76 USD, \$0.96 CAD, plus applicable Mark-Up or Landed Cost (for Export).

**CUSTOMER NOTIFICATION** – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

## CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

## DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



February 2015

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2014 model year Chevrolet Caprice, Caprice PPV or SS vehicle equipped with electric power steering (EPS) may experience a sudden loss of power steering assist that could occur at any time while driving. If the power steering assist is lost, a message is displayed on the Driver Information Center (DIC) and a chime sounds to inform the driver. Steering control can be maintained, as the vehicle will revert to a manual steering mode, but would require greater driver effort at low vehicle speeds. This condition is likely to be intermittent, the steering usually returns to normal next time the car is started.

Your satisfaction with your <vehicle name> is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will inspect the electrical connector at the steering gear control module and install dielectric lubricant to the module terminals. This service will be performed for you at **no charge until February 28, 2017**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet vehicle provides you many miles of enjoyable driving.

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