

# Service Update

## 17235 Electric Power Steering Gear Not Heat Treated



Reference Number: N172102800

Release Date: June 2017

Revision: 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado LD	2017	2017		
GMC	Sierra LD	2017	2017		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	The electric power steering (EPS) rack gear teeth were not properly heat treated.
<b>Correction</b>	Replace the EPS gear.

### Parts

Quantity	Part Name	Part No.
1	Electric Belt Drive Rack and Pinion Steering Gear	84234957

**Important:** Steering Gears used for this repair are on 100% parts return. Do not discard or destroy the box containing the new electric belt drive rack and pinion steering gear, it will be needed to return the used electric belt drive rack and pinion steering gear when the parts return request is received from the GM Warranty Parts Center.

These parts have an Order Writing Control in place and DROs (Daily Replenishment Orders) will cancel. Dealerships can place orders CSO (Customer Special Order). All orders will be reviewed prior to being filled and parts may have quantity limiters in effect.

It is estimated that only the 5 involved vehicles worldwide will require the electric power steering gear to be replaced. Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

**Reminder:** Parts may be removed from Retail Inventory Management (RIM) management. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103210	Electric Belt Drive Rack and Pinion Steering Gear Replacement	2.7*	ZFAT	N/A

\* Labor time includes front toe adjustment.

### Service Procedure

**Important:** Steering Gears used for this repair are on 100% parts return. Do not discard or destroy the box containing the new electric belt drive rack and pinion steering gear, it will be needed to return the used electric belt drive rack and pinion steering gear when the parts return request is received from the GM Warranty Parts Center.

1. Replace the electric belt drive rack and pinion steering gear. Refer to *Electric Belt Drive Rack and Pinion Steering Gear Replacement Light Duty* in SI.

### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting

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an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



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GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4468  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 05, 2017

Subject: 17235 - Service Update  
Electric Power Steering Gear Not Heat Treated

Models: 2017 Chevrolet Silverado LD  
2017 GMC Sierra LD

To: All General Motors Dealers

General Motors is releasing Service Update 17235 today. The total number of U.S. vehicles involved is approximately 3. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 5, 2017. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

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