

# Customer Satisfaction Program

## 18027 Power Steering Loss of Assist



Reference Number: N172115610

Release Date: June 2018  
Revision: 00

**Attention:** This program is in effect until June 30, 2020

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2015	2015		
GMC	Canyon	2015	2015		

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>	Certain 2015 model year Chevrolet Colorado and GMC Canyon vehicles may have been built with a connector between the electric power steering motor and torque sensor that has a potential for fretting corrosion. If this condition exists, power steering may be lost, and the driver may experience unanticipated increased steering effort as the vehicle reverts to manual steering. A chime will also sound in the vehicle, and a "Service Power Steering" message will appear on the Driver Information Center (DIC). Manual steering functionality will be maintained but will require additional effort, particularly at lower speeds.
<b>Correction</b>	Dealers are to replace the complete power steering rack assembly.

### Parts

Quantity	Part Name	Part No.
1	Electric Belt Drive Rack and Pinion Steering Gear	84494275
1	Electric Belt Drive Rack and Pinion Steering Gear	84494276
2	Steering Gear Bolt	11589279
2	Steering Gear Bolt (Rear)	11570509
1	Upper Intermediate Steering Shaft Upper Bolt	11610555
2	Steering Linkage Outer Tie Rod Bolt	11609283

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). 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
9103709	Electric Belt Drive Rack & Pinion Steering Gear Replacement (2WD) ADD: Align front toe	1.6 0.7	ZFAT	N/A
9103710	Electric Belt Drive Rack & Pinion Steering Gear Replacement (4WD) ADD: Align front toe	1.7 0.7	ZFAT	N/A
9103711	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZFAT	*
9103712	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

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

\* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

\*\* Submit \$10.00 administrative allowance in Net/Admin Allowance.

### Service Procedure

1. Replace the Electric Belt Drive Rack and Pinion Steering Gear. Refer to *Electric Belt Drive Rack and Pinion Steering Gear Replacement (2WD)* or *Electric Belt Drive Rack and Pinion Steering Gear Replacement (4WD)*.

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### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repaired 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 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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through June 30, 2020. 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 through June 30, 2020 you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### Customer Notification

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

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.

### Customer Reimbursement

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 June 30, 2019. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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.



**We Support  
Voluntary Technician  
Certification**

# Customer Satisfaction Program

## 18027 Power Steering Loss of Assist



June 2018

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

Dear General Motors Customer:

We have learned that your 2015 model year Chevrolet Colorado and GMC Canyon vehicles may have been built with a connector between the electric power steering motor and torque sensor that has a potential for fretting corrosion. If this condition exists, power steering may be lost, and the driver may experience unanticipated increased steering effort as the vehicle reverts to manual steering. A chime will also sound in the vehicle, and a "Service Power Steering" message will appear on the Driver Information Center (DIC). Manual steering functionality will be maintained but will require additional effort, particularly at lower speeds.

Your satisfaction with your GM vehicle 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 replace the complete power steering rack assembly. This service will be performed for you at **no charge until June 30, 2020**. 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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

**Reimbursement:** Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. 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 June 30, 2019, unless state law specifies a longer reimbursement period.

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
GMC	1-800-462-8782	1-800-889-2438
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 GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor  
Executive Director  
North America Contact Center Operations

Enclosure  
18027

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4788  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 21, 2018

Subject: 18027 - Customer Satisfaction Program  
Power Steering Loss of Assist

Models: 2015 Chevrolet Colorado  
2015 GMC Canyon

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18027 today. The total number of U.S. vehicles involved is approximately 6,261. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on June 27, 2018.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 22, 2018. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS