

Customer Satisfaction Program

18276 Reworked Power Steering Potential Missing Weld – Loss of Assist



Reference Number: N182167770

Release Date: September 2018

Revision: 00

Attention: This program is in effect until October 31, 2020

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	CTS	2018	2018		
Chevrolet	Camaro	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.

Condition	Certain 2018 model year Cadillac CTS and 2017 Chevrolet Camaro vehicles, may have a condition in which the power steering assist power pack is potentially missing “welds” between the circuit board and the motor. 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.
Correction	Dealers are to replace the complete power steering rack assembly.

Parts

Quantity	Part Name	Part No.
2	Steering Gear to Cradle Bolt – CTS	11589283
1	Intermediate Shaft Lower Joint Bolt	11547510
2	Steering Gear to Cradle Bolt – Camaro	11588747
1	Electric Belt Drive Rack and Pinion Steering Gear	Refer to EPC

It is estimated that only 10 involved vehicles will require parts replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

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.

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Electric Belt Drive Rack and Pinion Steering Gear to order.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104075	Replace Electric Belt Drive Rack and Pinion Steering Gear Camaro Add: With LT1 CTS Add: Front Toe/Steering Wheel Alignment (Camaro and CTS)	2.0 0.1 1.5 0.7	ZFAT	N/A

Service Procedure

1. Replace the Electric Belt Drive Rack and Pinion Steering Gear.

- For Camaro, refer to *Electric Belt Drive Rack and Pinion Steering Gear Replacement (LGX, LTG) or Electric Belt Drive Rack and Pinion Steering Gear Replacement (LT1, LT4)* in SI.
- For CTS, refer to *Electric Belt Drive Rack and Pinion Steering Gear Replacement (Non V-Series with RWD)* in SI.

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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 October 31, 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 October 31, 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.



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October 2018

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2018 model year Cadillac CTS or 2017 Chevrolet Camaro vehicle, may have a condition in which the power steering assist power pack is potentially missing “welds” between the circuit board and the motor. 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 October 31, 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.

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)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
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

18276

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4851
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 18, 2018

Subject: 18276 - Customer Satisfaction Program
Reworked Power Steering Potential Missing Weld – Loss of Assist

Models: 2018 Cadillac CTS
2017 Chevrolet Camaro

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18276 today. The total number of U.S. vehicles involved is approximately 10. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on October 12, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated September 19, 2018. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS