

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4914
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 28, 2018

Subject: 18207-02 - Customer Satisfaction Program
Loss of Power Steering Assist ** REVISED PARTS SECTION **

Models: 2013-2017 Cadillac ATS
2014-2017 Cadillac CTS
2016-2017 Chevrolet Camaro

To: All General Motors Dealers

General Motors is revising Customer Satisfaction Program 18207 today. **The parts section has been updated to clarify the shelf life of the wax, how many vehicles a can of wax will service, (4), and how to charge out the wax.**

Customer Letter Mailing

The customer letter mailing began on November 13, 2018.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

18207 Loss of Power Steering Assist



Reference Number: N182161890

Release Date: November 2018
Revision: 02

Revision Description: The parts section has been updated to clarify shelf life and billing instructions for the required wax. Please discard all previous copies of bulletin 18207.

This program is in effect until November 30, 2020.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	ATS	2013	2017		
Cadillac	CTS	2014	2017		
Chevrolet	Camaro	2016	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 2013-2017 model year Cadillac ATS, 2014-2017 model year Cadillac CTS, and 2016-2017 model year Chevrolet Camaro vehicles may have a condition in which the power steering gear motor could separate from the steering gear housing due to corrosion of the attaching bolts. If the motor separates, power steering assist may be reduced or lost, and the driver may experience an unexpected increase in steering effort, especially at low speeds.
Correction	Replace the bolts that attach the electric power steering motor to the steering gear and add a protective wax coating to each bolt and the seam around the electric power steering motor. If the bolts cannot be removed due to corrosion, the steering gear must be replaced.

Parts

Caution: Do not use a can of wax that has been open for more than 188 days.

Quantity	Part Name	Part No.
1 can fixes approx. 4 vehicles	Wax	19355726 (CA)*
1 can fixes approx. 4 vehicles	Wax	19355725 (US)
1	Bolts (set of 5)	84639924

* This customer satisfaction field action is intended for US units only. Canadian dealers are only authorized to order this sealing wax if a US vehicle is presented to a Canadian dealer for repair.

For billing purposes:

- Charge 1/4 can of wax out for each repair, (Dealer cost of wax multiplied by .25); or
- Charge 1 can of wax out on the first vehicle you repair, and nothing on the following 3.

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your "involved vehicles listing" before ordering parts. Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. **All orders will be reviewed prior to being filled.** Parts may have quantity limiters in effect. Parts may be removed from Retail Inventory Management (RIM).

Reminder: Part # 84639924 contains all 5 bolts in package. 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 if replacement is required.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103917	Replace Bolts & Apply Wax to Electric Belt Drive Rack and Pinion Steering Gear Cadillac ATS RWD Cadillac ATS – V Cadillac CTS Non V-Series with RWD Cadillac CTS – V Cadillac ATS AWD Cadillac CTS Non V-Series with AWD Chevrolet Camaro	- - 0.7 0.8 0.8 1.1 3.7 6.3 0.7	ZFAT	N/A
9103918	Electric Belt Drive Rack and Pinion Steering Gear Replacement Cadillac ATS RWD Cadillac ATS Equipped with LF4 Engine Cadillac ATS AWD Equipped with LGX Engine Cadillac ATS AWD Equipped with LTG or LFX Engine Cadillac CTS RWD Cadillac CTS AWD Cadillac CTS V-Series Chevrolet Camaro Add: Equipped with LT1 Engine Equipped with KC4 Add: Front Toe and/or Steering Wheel Alignment	- 2.5 2.2 2.8 2.9 1.5 3.3 3.0 2.0 0.1 0.4 0.7	ZFAT	N/A
9103919	Customer Reimbursement Approved — USA and Canadian dealers only	N/A	ZFAT	*
9103920	Customer Reimbursement Denied –USA Dealers Only	N/A	ZFAT	**

Note: To avoid having to “H” route the customer reimbursement transaction for 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.

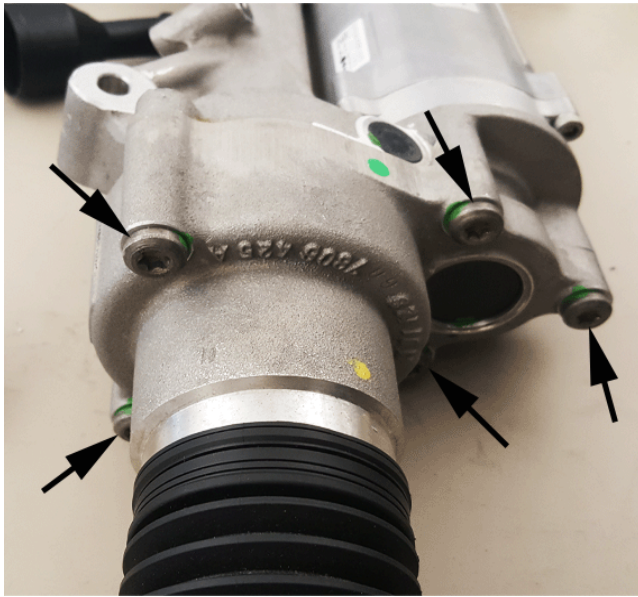
Service Procedure

Cadillac ATS/CTS AWD

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove the engine compartment lower noise shield. Refer to *Engine Compartment Lower Noise Shield Replacement* in SI.

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3. Inspect to see if all 5 electric belt drive rack and pinion steering gear bolts are present.
 - If all of the electric belt drive rack and pinion steering gear bolts are present, proceed to the next step.
 - If any of the electric belt drive rack and pinion steering gear bolts are missing, document on the repair order how many bolts were broken and replace the electric belt drive rack and pinion steering gear. Refer to *Electric Belt Drive Rack and Pinion Steering Gear Replacement (Non V-Series With AWD)* in SI.

Note: Suspension components attached to the frame use Torque-to-Yield fasteners and must be DISCARDED and replaced with NEW Torque Angle Yield (TAY) fasteners. The frame to body fasteners are not TAY fasteners.

Note: Vehicle alignment is NOT required if the cradle is being lowered or dropped to perform another procedure. This vehicle is equipped with a cradle to body aligning feature: cradle to body through holes or self-aligning pins that are part of the cradle or body.

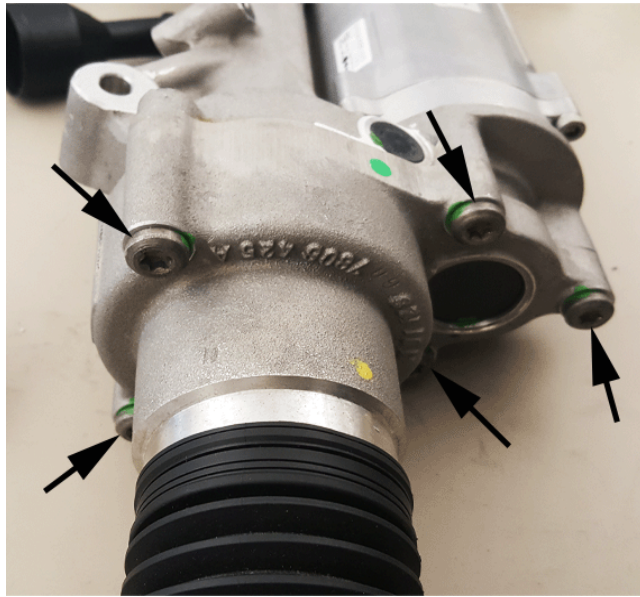
4. Remove the drivetrain and front suspension frame. Refer to *Drivetrain and Front Suspension Frame Removal and Installation (Non V-Series)* or *Drivetrain and Front Suspension Frame Removal and Installation* in SI.
5. Perform the wax installation procedure by leaving the electric belt drive rack and pinion steering gear attached to the drivetrain and front suspension frame. Do NOT remove the steering gear bolts securing the steering gear to the drivetrain and front suspension frame. Refer to *Wax Installation Procedure* in this bulletin.
6. Install the drivetrain and front suspension frame. Refer to *Drivetrain and Front Suspension Frame Removal and Installation (Non V-Series)* or *Drivetrain and Front Suspension Frame Removal and Installation* in SI.

Cadillac ATS/CTS RWD and Chevrolet Camaro

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove the engine compartment lower noise shield, front compartment lower noise shield, or front cradle shear plate depending on vehicle content to access the electric belt drive rack and pinion steering gear. Refer to *Engine Compartment Lower Noise Shield Replacement (FWD)*, *Front Compartment Lower Noise Shield Replacement (RWD)*, *Front Compartment Lower Noise Shield Replacement Coupe - LGX, LTG*, *Front Cradle Shear Plate Replacement V-Series*, or *Front Cradle Shear Plate Replacement* in SI.

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3. Inspect to see if all 5 electric belt drive rack and pinion steering gear bolts are present.
 - If all of the electric belt drive rack and pinion steering gear bolts are present, proceed to the next step.
 - If any of the electric belt drive rack and pinion steering gear bolts are missing, document on the repair order how many bolts were broken and replace the electric belt drive rack and pinion steering gear. Refer to *Electric Belt Drive Rack and Pinion Steering Gear Replacement (Non V-Series With RWD, Without KC4)*, *Electric Belt Drive Rack and Pinion Steering Gear Replacement (Non V-Series With RWD, With KC4)*, *Electric Belt Drive Rack and Pinion Steering Gear Replacement (Non V-Series With RWD)*, *Electric Belt Drive Rack and Pinion Steering Gear Replacement (V-Series)*, *Electric Belt Drive Rack and Pinion Steering Gear Replacement (LGX, LTG)*, or *Electric Belt Drive Rack and Pinion Steering Gear Replacement (LT1)* in SI.
4. Perform the wax installation by applying wax to the electric belt drive rack and pinion steering gear to all areas accessible from underneath the vehicle. Refer to *Wax Installation Procedure* in this bulletin.
5. Install the engine compartment lower noise shield, front compartment lower noise shield, or front cradle shear plate depending on vehicle content to access the electric belt drive rack and pinion steering gear. Refer to *Engine Compartment Lower Noise Shield Replacement (FWD)*, *Front Compartment Lower Noise Shield Replacement (RWD)*, *Front Compartment Lower Noise Shield Replacement Coupe - LGX, LTG*, *Front Cradle Shear Plate Replacement V – Series*, or *Front Cradle Shear Plate Replacement* in SI.
6. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
7. Open the hood and install fender covers.
8. Perform the wax installation by applying wax to the top of the electric belt drive rack and pinion steering gear. Refer to *Wax Installation Procedure* in this bulletin.
9. Remove fender covers and close hood.

Wax Installation Procedure

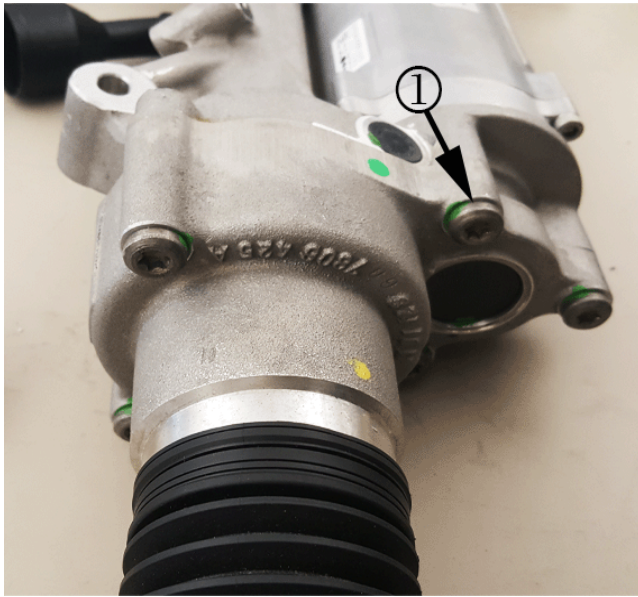
Clean the steering gear using a nylon brush or Scotch-Brite and spray it off with brake clean and compressed air.

Caution: The electric belt drive rack and pinion steering gear bolts **MUST** be replaced one at a time or part damage will occur.

Caution: If any of the electric belt drive rack and pinion steering gear bolts break while removing or installing, the electric belt drive rack and pinion steering gear **MUST** be replaced.

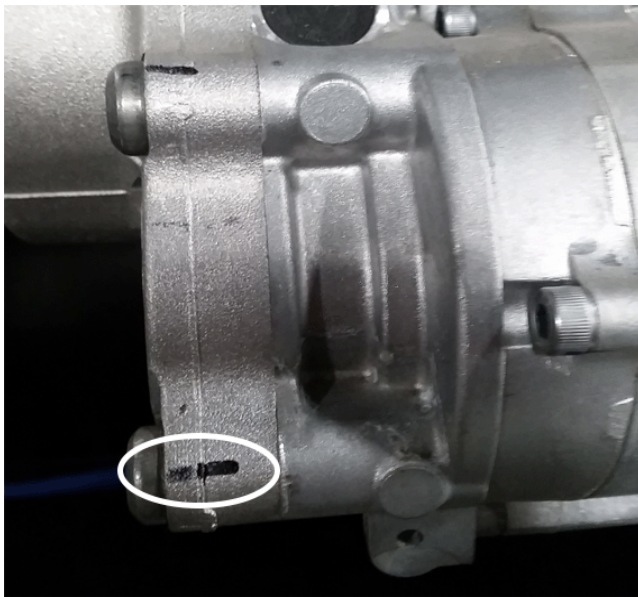
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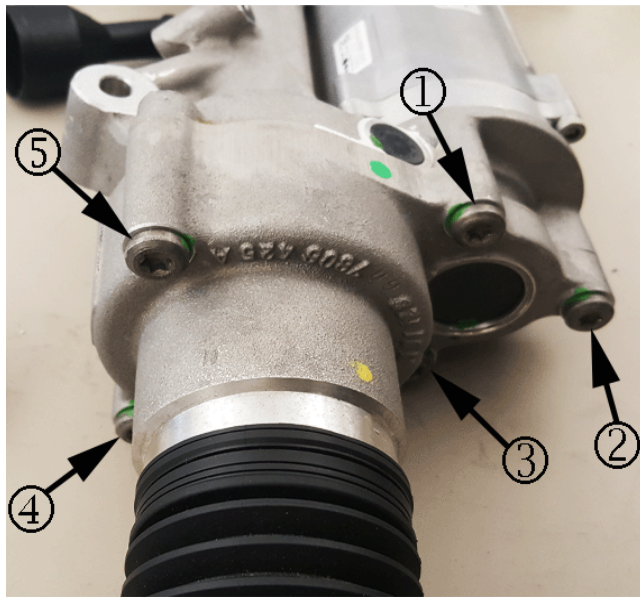
1. Remove the electric belt drive rack and pinion steering gear bolt (1) and DISCARD.
2. Install a NEW electric belt drive rack and pinion steering gear bolt and tighten.
 - 2.1 First pass: 5 Nm (45 lb in).
 - 2.2 Final pass: 90 degrees.



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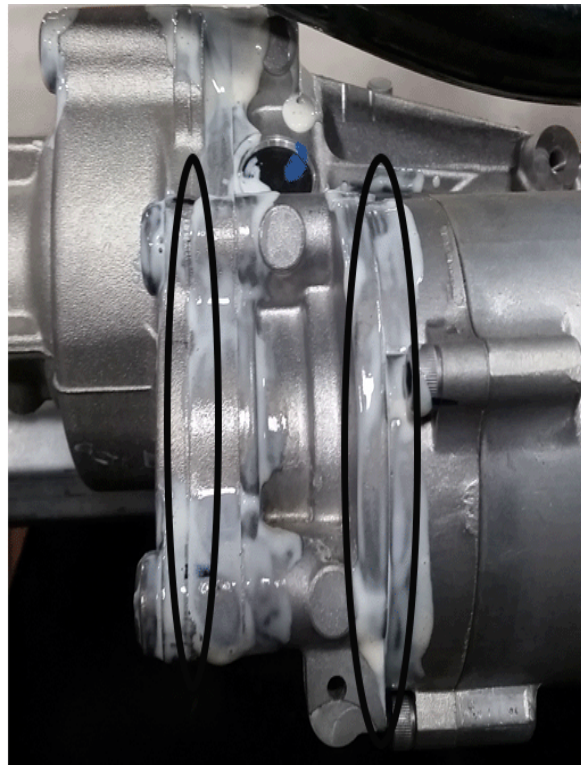
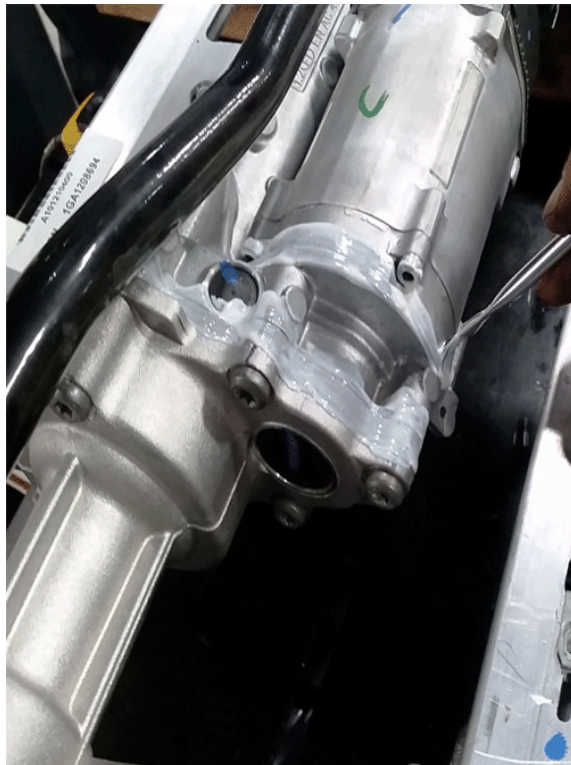
3. Place a mark with a paint pen or permanent marker on the electric belt drive rack and pinion steering gear above the bolt after it has been torqued.

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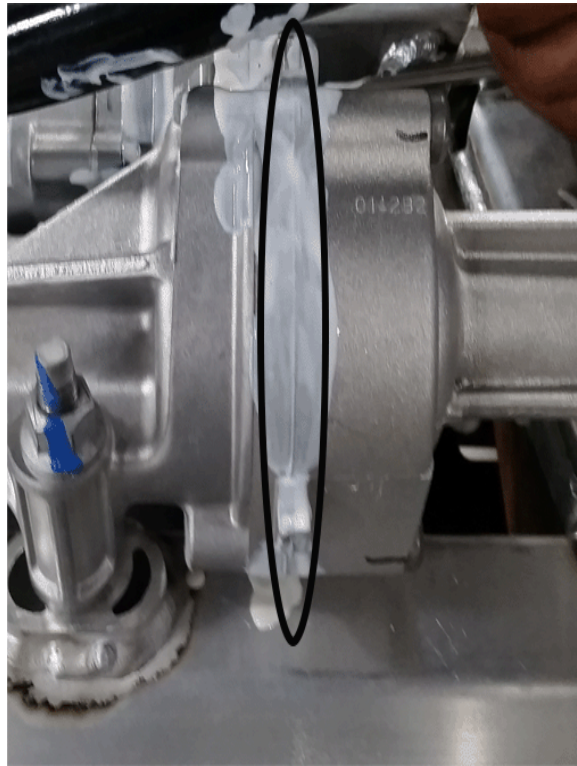


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- Repeat steps 1-3 until all five electric belt drive rack and pinion steering gear bolts have been replaced in the order shown above.



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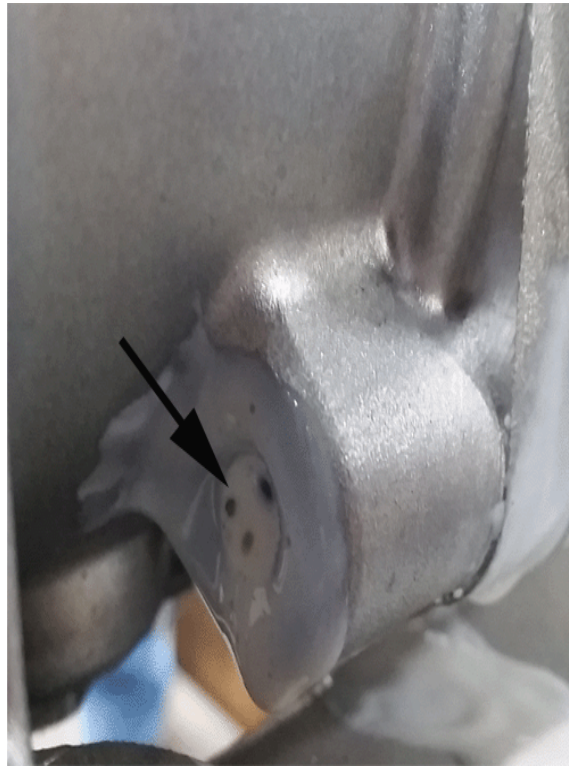
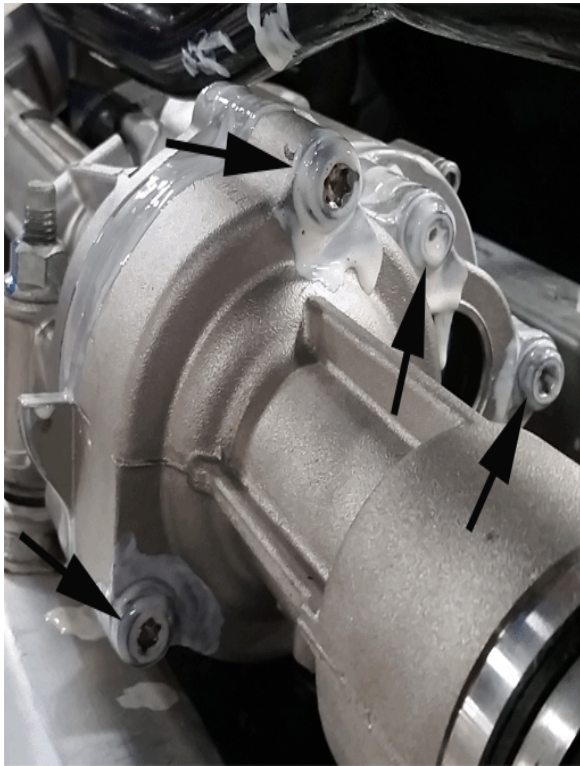


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5. Apply wax to the electric belt drive rack and pinion steering gear as shown above ensuring the seams are completely covered.

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Note: One of the electric belt drive rack and pinion steering gear bolts is not pictured.

6. Apply wax around the electric belt drive rack and pinion steering gear bolts and bolt holes as shown above.

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/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 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 November 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 November 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. 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.

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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).

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 November 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

18207 Loss of Power Steering Assist



November 2018

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

Dear General Motors Customer:

We have learned that your 2013-2017 model year Cadillac ATS, 2014-2017 Cadillac CTS, or 2016-2017 Chevrolet Camaro vehicle may have a condition in which the power steering gear motor could separate from the steering gear housing due to corrosion of the attaching bolts. If the motor separates, power steering assist may be reduced or lost, and the driver may experience an unexpected increase in steering effort, especially at low 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 bolts that attach the electric power steering motor to the steering gear and add a protective wax coating to each bolt and the seam around the electric power steering motor. If the bolts cannot be removed due to corrosion, the steering gear will be replaced. This service will be performed for you **at no charge until November 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 already 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, 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)
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

Enclosure
18207