

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4949  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 7, 2019

Subject: N182190820 - Customer Satisfaction Program  
Power Steering Assist

Models: 2018-2019 Cadillac Escalade  
2018-2019 Cadillac Escalade ESV  
2018-2019 Chevrolet Silverado 1500 LD  
2018-2019 Chevrolet Suburban  
2018-2019 Chevrolet Tahoe  
2018-2019 GMC Sierra 1500 Limited  
2018-2019 GMC Yukon  
2018-2019 GMC Yukon XL

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N182190820 today. The total number of U.S. vehicles involved is approximately 428. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on January 22, 2019.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated January 7, 2019. 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

# Customer Satisfaction Program

## N182190820 Power Steering Assist



Release Date: January 2019

Revision: 00

**Attention: This program is in effect until January 31, 2021.**

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2018	2019		
Cadillac	Escalade ESV	2018	2019		
Chevrolet	Silverado 1500 LD	2018	2019		
Chevrolet	Suburban	2018	2019		
Chevrolet	Tahoe	2018	2019		
GMC	Sierra 1500 Limited	2018	2019		
GMC	Yukon	2018	2019		
GMC	Yukon XL	2018	2019		

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 2018 and 2019 model year Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Silverado, Chevrolet Suburban, Chevrolet Tahoe, GMC Sierra, GMC Yukon, and GMC Yukon XL vehicles, may have a condition where the power steering belt may slip due to tooth wear-out or poor belt tooth-to-gear tooth fit. Power steering assist may be reduced or lost intermittently, if early warning signs are ignored. Early warnings may include a "Steering Assist is Reduced" message, audible clicking / squealing sounds, or a change in steering effort.
<b>Correction</b>	Dealers will replace the steering gear assembly.

### Parts

Quantity	Part Name	Part No.
1	Electric Belt Drive Rack and Pinion Steering Gear	84386333
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Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Electric Belt Drive Rack and Pinion Steering Gear to order.

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Order parts on a CSO = Customer Special Order only. **All orders will be reviewed prior to being filled.**

**For Export:** Please contact CCA's Export Order Fulfillment group to place the order on your behalf.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104247	Electric Belt Drive Rack and Pinion Steering Gear Replacement Add: Front Toe Alignment	1.5 0.7	ZFAT	N/A

### Service Procedure

1. Replace the Electric Belt Drive Rack and Pinion Steering Gear. Refer to *Electric Belt Drive Rack and Pinion Steering Gear Replacement* in SI.

### 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

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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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through January 31, 2021. 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 January 31, 2021, 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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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

## N182190820 Power Steering Assist



January 2019

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

Dear General Motors Customer:

We have learned that your 2018 or 2019 model year Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Silverado, Chevrolet Suburban, Chevrolet Tahoe, GMC Sierra, GMC Yukon, and GMC Yukon XL vehicle may have a condition where the power steering belt may slip due to tooth wear-out or poor belt tooth-to-gear tooth fit. Power steering assist may be reduced or lost intermittently, if early warning signs are ignored. Early warnings may include a "Steering Assist is Reduced" message, audible clicking / squealing sounds, or a change in steering effort.

Your satisfaction with your 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 steering gear assembly. This service will be performed for you at **no charge until January 31, 2021**. 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
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 truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. 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

N182190820