



Service Bulletin

Bulletin No.: 16-NA-109

Date: March, 2021

TECHNICAL

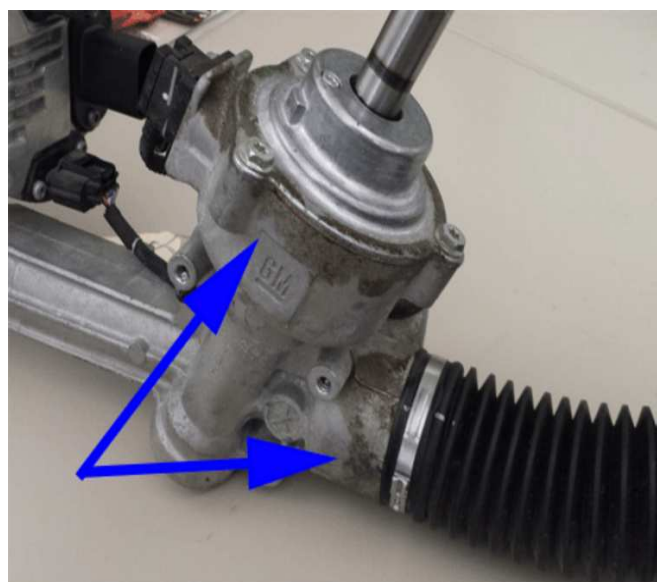
Subject: Grease or Sealant Visible on Electronic Power Steering Gear - Should Not Be Interpreted as Leak

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	All GM Passenger Cars and Trucks	2009	2021	—	—	All	All
Cadillac							
Chevrolet							
GMC							

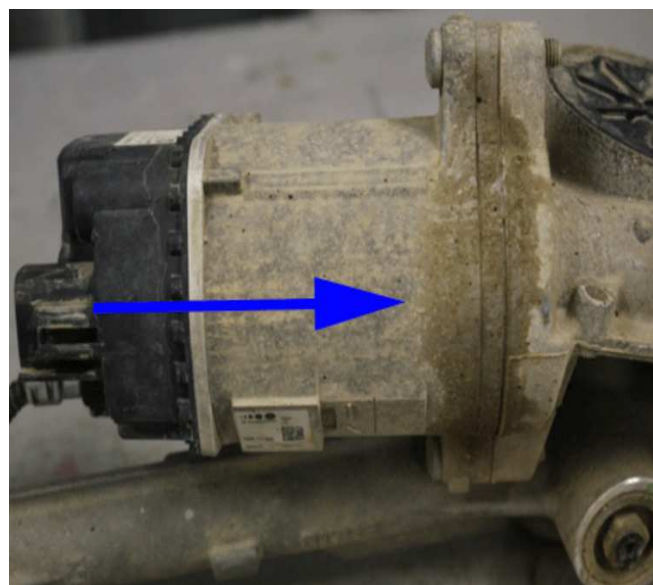
Involved Region or Country	North America, Europe, Uzbekistan, Russia, Middle East, Iraq, Israel, Palestine, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Venezuela, Japan, Cadillac Korea (South Korea), GM Korea Company, Taiwan, Thailand, Singapore, Philippines, Australia/New Zealand, Egypt, Africa, South Africa
Condition	Some customers or technicians may comment on seeing grease or sealant on certain locations of the steering gear.
Cause	During the manufacturing process, sufficient grease is used for lubrication and sealing of components of the steering gear. Also, sealant is added to areas of the steering gear to keep water and environmental contaminants from getting into the steering gear.

Examples of Seepage

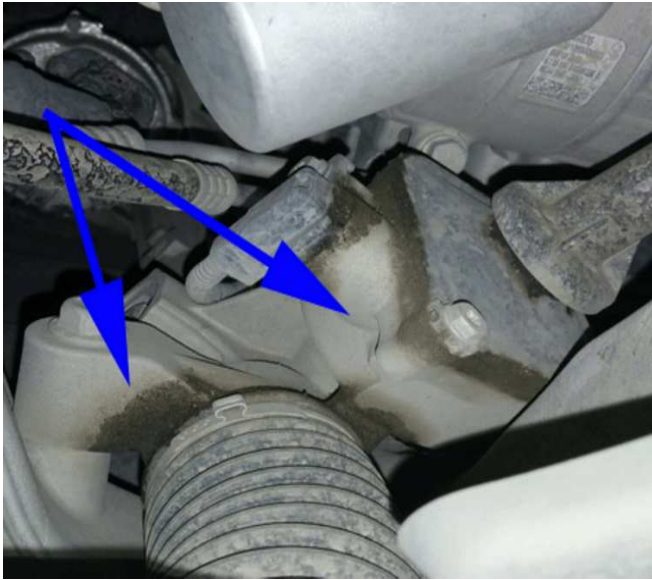
The graphics below are photo examples, which include arrows showing some of the common areas where grease may be evident after the vehicle has been driven for a length of time.



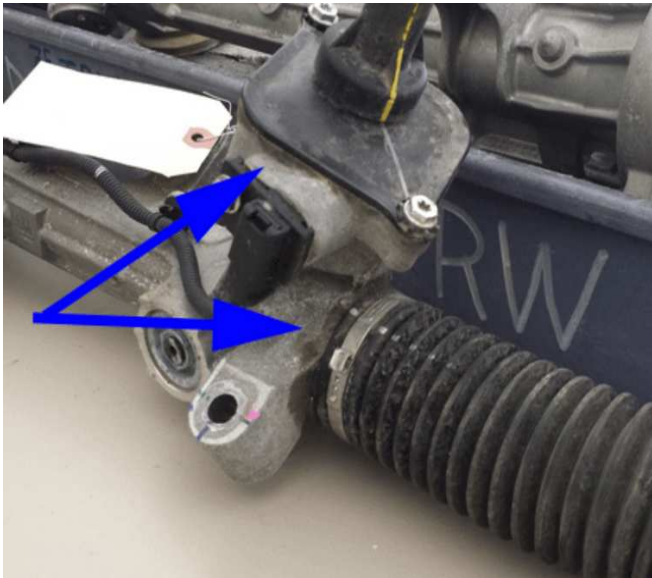
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Correction

Note: Electric power steering systems do not have fluid inside of them.

If oil is observed dripping off of them, look above or around the site for an oil leak.

If upon inspection, the steering gear assembly clamps, boots, and fasteners are all in place, the visual evidence of grease/sealant on the exterior of the steering gear is considered normal and no correction is necessary. If excess grease is noted, it should be wiped off the exterior of the gear, however, sealant should be left in place as a barrier to water and contamination, and no cleaning is required.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
7480278*	Inspecting for Excess Grease or Sealant on the Exterior of the Steering Gear	0.2 hr
*This is a unique Labor Operation for bulletin use only.		

Customer Information

Please communicate to the customer that this is a normal condition of their vehicle. Please share this information with the customer, including a copy of this bulletin.

Version	5
Modified	<p>February 07, 2017 – Added Involved Region or Country and Warranty Information.</p> <p>March 13, 2017 – Added the 2018 Model Year.</p> <p>August 05, 2019 – Added the 2019-2020 Model Years and a warranty statement.</p> <p>March 08, 2021 – Added the 2021 Model Year and updated the Involved Region or Country section.</p>