

Service Update

N222364700 Steering Gear Aluminum Casting Defects



Release Date: April 2022

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500 LTD	2022	2022		
GMC	Sierra 1500 LTD	2022	2022		

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	On certain 2022 model year Chevrolet Silverado 1500 LTD and GMC Sierra 1500 LTD vehicles, the steering gears may have been produced with a steering gear assist cover housing crack.
Correction	Dealers are to inspect, and if necessary, replace the steering gear.

Parts

Quantity	Part Name	Part No.
1	Electric Belt Drive Rack and Pinion Steering Gear Assembly	84944191
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Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which (Electronic Belt Drive Rack and Pinion Steering Gear Assembly) to order.

It is estimated that only 314 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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106275	Inspect Only – No Further Action Required	0.4	ZFAT	N/A
9106276	Steering Gear Replacement (includes inspection) All other RPOS LM2 RPO only	1.4 1.6	ZFAT	N/A

Service Procedure

- Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
- Remove the underbody skid shield. Refer to *Underbody Skid Shield Replacement* or *Steering Gear Skid Shield Replacement* in SI depending on your RPO.



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- Inspect the steering gear in the location shown for evidence of a crack.
 - If the steering gear does NOT show evidence of a crack, no further action is required. Proceed to step 4.

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- If the steering gear DOES show evidence of a crack, replace the steering gear. Refer to *Electric Belt Drive Rack and Pinion Steering Gear* in SI.
4. Install the underbody skid shield. Refer to *Underbody Skid Shield Replacement* or *Steering Gear Skid Shield Replacement* in SI depending on your RPO.
 5. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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.

Dealer Reports – For USA

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6120
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 13, 2022

Subject: N222364700 - Service Update
Steering Gear Aluminum Casting Defects

Models: 2022 Chevrolet Silverado 1500 LTD
2022 GMC Sierra 1500 LTD

To: All General Motors Dealers

General Motors is releasing Service Update N222364700 today. The total number of U.S. vehicles involved is 303. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated April 13, 2022. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS