



# Service Bulletin

Bulletin No.: 16-NA-109

Date: June, 2022

## TECHNICAL

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

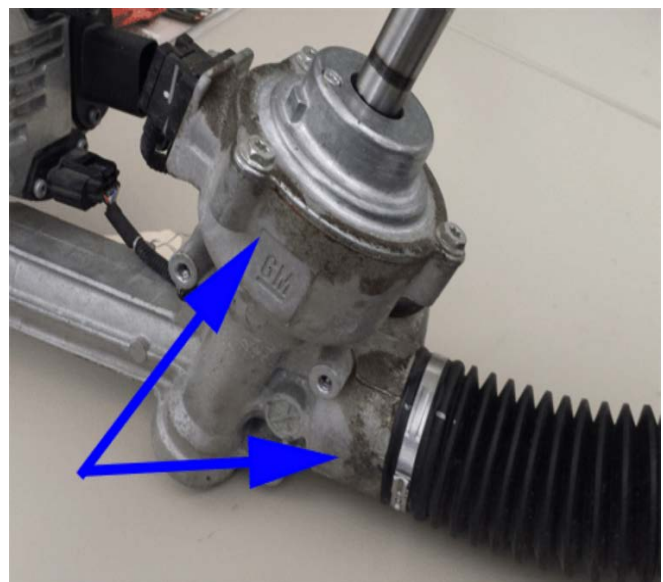
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
BrightDrop	EV600	2022	2022				
	Zevo 600	2023	2023				
Buick	All GM Passenger Cars and Trucks	2009	2023	—	—	All	All
Cadillac							
Chevrolet							
GMC							

**Important:** This technical service bulletin (TSB) can only be completed by BrightDrop dealers or BrightDrop certified repair facilities who have met all BrightDrop specific training, tool and equipment requirements. Repairs must be performed by a technician who has successfully completed the required training.

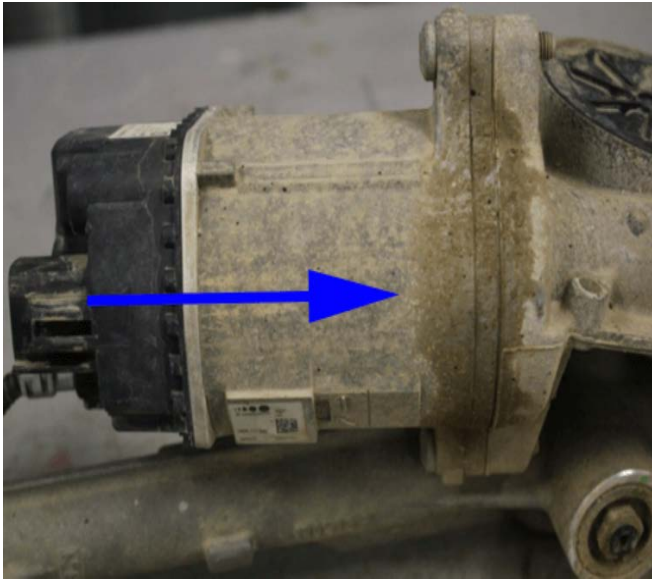
<b>Involved Region or Country</b>	North America, Europe, Uzbekistan, Russia, Middle East, Iraq, Israel, Palestine, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Venezuela, Japan, Cadillac Korea (South Korea), GM Korea Company, Taiwan, Thailand, Singapore, Philippines, Australia/New Zealand, Egypt, Africa, South Africa
<b>Condition</b>	Some customers or technicians may comment on seeing grease or sealant on certain locations of the steering gear.
<b>Cause</b>	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

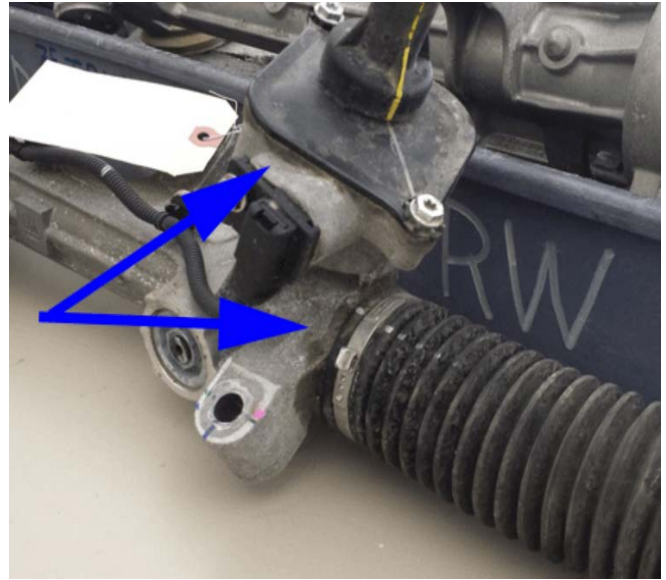
The graphics below are photo examples, which include arrows showing some of the common areas where grease may be evident after the vehicle has been driven for a length of time.



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## Correction

**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

**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	6
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> <p>June 01, 2022 – Added BrightDrop vehicles, the 2022–2023 Model Years and Important statements under the Models table and Correction.</p>

