



June 18, 2014

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Recall Management Division (NVS-215)
1200 New Jersey Avenue, SE – Room W45-306
Washington, DC 20590

Dear Ms. Lewis:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors to conduct a safety related recall for certain 2015 model year Chevrolet Silverado 2500/3500 HD and GMC Sierra 2500/3500 HD vehicles.

573.6(c)(1): Chevrolet and GMC Brands of General Motors Company

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015 model year Chevrolet Silverado 2500/3500 HD and GMC Sierra 2500/3500 HD vehicles. Some vehicles were built with a power steering hose clamp that was not properly attached to the power steering pump or gear. If the vehicle is driven with the clamp not attached, the hose may disconnect from the pump or gear, causing a loss of power steering fluid. This will result in loss of power steering assist and Hydro Boost powered brakes without warning, increasing the risk of a crash. The vehicle will revert to manual brakes and manual steering.

573.6(c)(6): On March 5, 2014, Fort Wayne Assembly became aware of hose clamp failures for the heavy-duty power steering pump hose from an analysis of warranty. The Fast-Response process was initiated, operators were retrained, and 21-days of tracking showed no additional failures. A Problem Resolution Tracking System (PRTS) was opened on March 13, 2014. On June 6, 2014, the program team was informed of a May 29, 2014, field product report where a customer reported loss of steering and brakes. On June 7, 2014, GM opened an investigation and assigned an investigator.

The issue was presented to Open Investigation Review (OIR) on June 10, 2014, and on June 11, 2014, the Safety Field Action Decision Authority (SFADA) decided to conduct a safety recall.



573.6(c)(8): Dealers are to inspect the power steering hose clamps in two locations to ensure that they are properly attached.

General Motors sent a dealer bulletin on June 11, 2014, and will provide the owner letter mail date when available.

Pursuant to 577.11, General Motors does not plan to provide notice about reimbursement to owners because all involved vehicles are covered under the new vehicle warranty.

573.6(c)(10): General Motors will provide copies of the dealer bulletin and owner letter under separate cover.

573.6(c)(11): General Motors' assigned recall number is 14356.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Latouf", written in a cursive style.

Brian Latouf, Director
Field Product Investigations & Evaluations

Attachment

573.6(c)(2),(3),(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Chevrolet	C/K	2015	11,768	10/08/2013	04/20/2014	Silverado HD Crew	*
Chevrolet	C/K	2015	8,414	10/08/2013	04/20/2014	Silverado HD Crew LTZ	"
Chevrolet	C/K	2015	14,165	10/01/2013	06/06/2014	Silverado HD EXT	"
Chevrolet	C/K	2015	1,670	10/01/2013	06/06/2014	Silverado HD EXT LTZ	"
Chevrolet	C/K	2015	6,317	10/29/2013	06/06/2014	Silverado HD Reg	"
GMC	C/K	2015	6,634	10/08/2013	05/23/2014	Sierra HD Crew	"
GMC	C/K	2015	2,279	10/08/2013	04/20/2014	Sierra HD Crew Denali	"
GMC	C/K	2015	4,725	09/30/2013	06/06/2014	Sierra HD EXT	"
GMC	C/K	2015	1,220	10/29/2013	06/05/2014	Sierra HD Reg	"
GM Total:			57,192				

* All involved vehicles will be corrected as necessary.

573.6(c)(2)(iv): N/A

14356