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By Recall Management Division at 3:39 pm, Jul 02, 2014

July 2, 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 2014 model year Buick Regal, Cadillac XTS, and Chevrolet Camaro and Impala vehicles.

573.6(c)(1): Buick, Cadillac and Chevrolet 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 2014 model year Buick Regal, Cadillac XTS, and Chevrolet Camaro and Impala vehicles. Some of these vehicles may have fasteners that are not torqued to specifications at the interface of the intermediate shaft and the steering gear and/or at the lower control arm to the lower ball joint. If these fasteners are improperly torqued, they could back out and the vehicle could exhibit loss of steering, increasing the risk of a crash.

573.6(c)(6): On March 4, 2014, GM's Oshawa Car Assembly Plant in Ontario, Canada ("Oshawa") learned of a warranty claim filed on December 23, 2013, at a California dealership for an Oshawa-built Chevrolet Impala related to an improperly fastened lower control arm. On that same day, Oshawa initiated a root cause investigation.

Between March 4 and March 14, 2014, Oshawa conducted a root cause investigation and determined that the improperly fastened lower control arm in the subject Impala was caused by an improperly fastened "Superhold" joint. Oshawa discovered that during assembly of the Impala, the Superhold joint was electronically flagged because it did not meet the requisite torque level. The vehicle was taken off the assembly line to correct the torque. Oshawa determined that the employee in charge of correcting the torque level while the vehicle was taken offline did not follow the in-plant assembly procedures, which resulted in the improperly fastened joint even after the vehicle was offlined for repair.

On or about March 14, 2014, Oshawa learned of two more warranty claims related to improperly fastened Superhold joints. One related to a joint that coupled the lower control arm to the vehicle frame and the other was related to a joint that coupled the intermediate shaft to the steering gear. Both vehicles had been inspected and approved by the same



employee that had approved the corrective action for the joint involved in the December 23, 2013, warranty claim. As with the first Superhold joint, Oshawa determined that the employee did not follow the in-plant assembly procedures to ensure that the Superhold joint was properly torqued while the vehicle was flagged for corrective action. The employee responsible for approving the repairs to these vehicles is no longer employed by General Motors.

On March 20, 2014, Oshawa identified 112 Oshawa-built vehicles with Superhold joints that were flagged for corrective action to the Superhold joint during the assembly process and approved by the same employee. Oshawa contacted a Field Performance Evaluation (FPE) leader and requested that the 112 vehicles with potential Superhold joint issues be located.

The issue was presented to Open Investigation Review (OIR) on June 23, 2014, and on June 25, 2014, the Safety Field Action Decision Authority (SFADA) decided to conduct a safety recall.

573.6(c)(8): Dealers are to inspect the joints and verify the torque on the fastener.

General Motors sent a dealer bulletin on June 25, 2014, and the owner letter was mailed on June 27, 2014.

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 14378.

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>
Buick	G	2014	20	10/07/2013	02/20/2014	Regal	*
Cadillac	X	2014	1	09/13/2013	09/13/2013	Limo	"
Cadillac	1	2014	28	09/09/2013	01/22/2014	XTS	"
Chevrolet	F	2014	11	09/17/2013	02/23/2014	Camaro	"
Chevrolet	1	2014	46	09/19/2013	02/04/2014	Impala E	"
GM Total:			106				

* All involved vehicles will be corrected as necessary.

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

14378