



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Inspect Power Steering Hoses

**MODELS:** 2015 Chevrolet Silverado 2500/3500 HD  
2015 GMC Sierra 2500/3500 HD

This bulletin has been revised to include a revised inspection procedure, additional labor operation, and a copy of the customer advisory letter. Please discard all copies of bulletin 14356.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

### CONDITION

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 model vehicles. Some vehicles were built with a power steering hose clamp that was not properly attached to the power steering pump. 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.

### CORRECTION

Dealers are to inspect the power steering hose clamps in two locations to ensure that they are properly attached.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

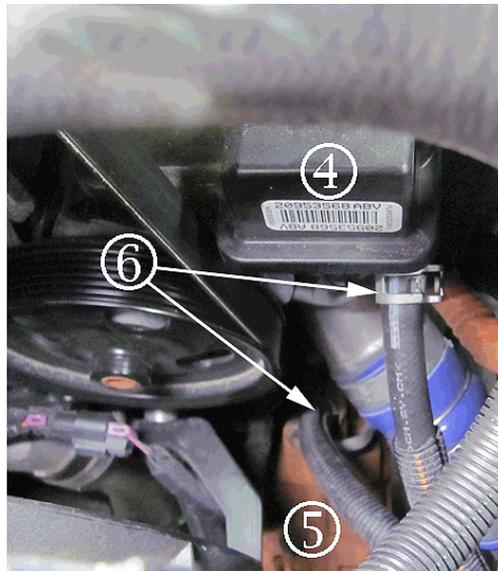
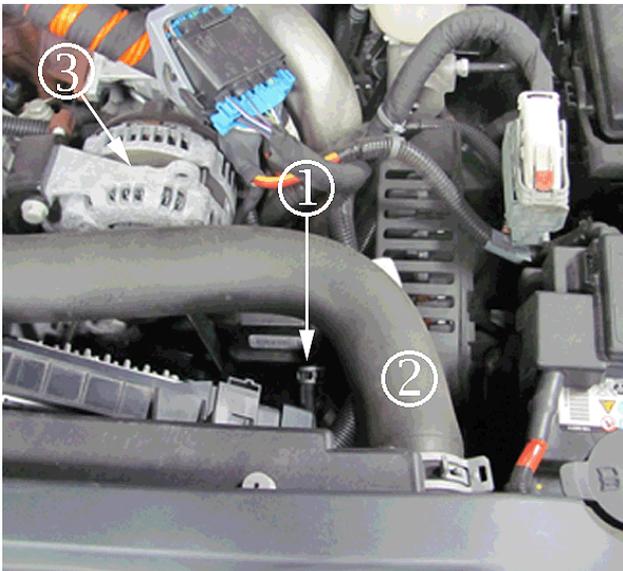
The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

**PART INFORMATION**

If required, refer to the GM Electronic Parts Catalog (EPS) for power steering fluid cooler information.

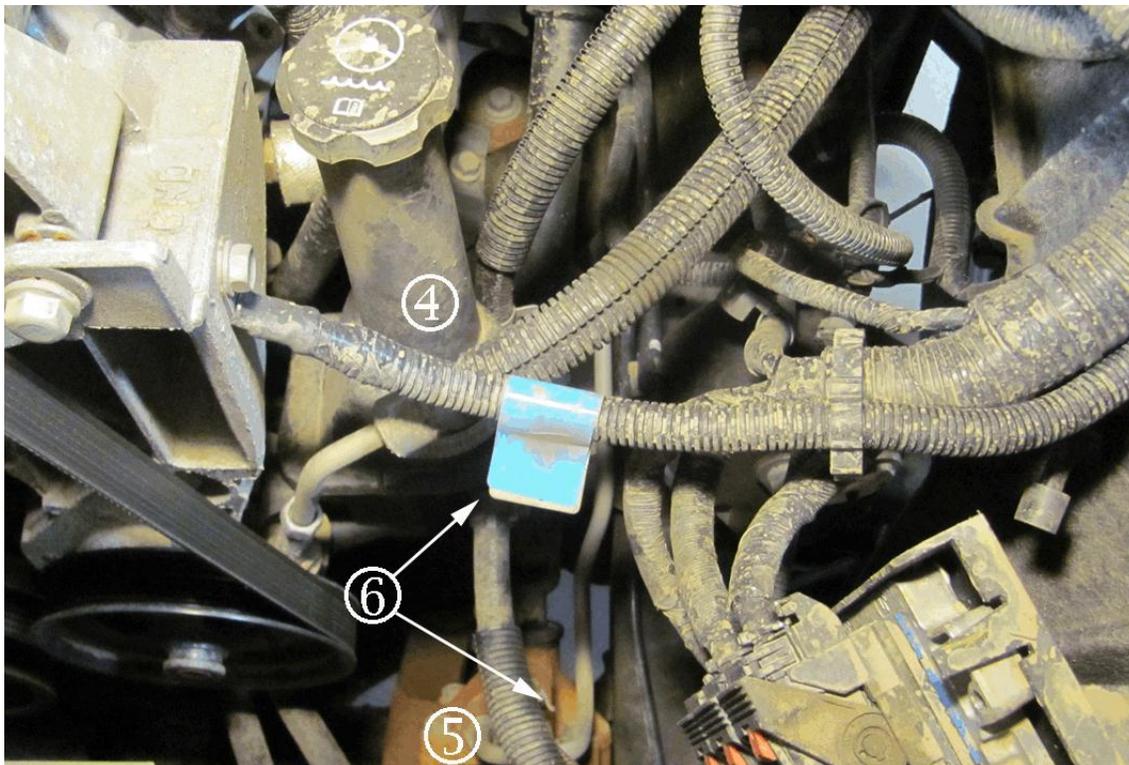
**SERVICE PROCEDURE**

1. Open the hood.



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**Diesel engine shown in the photograph.**

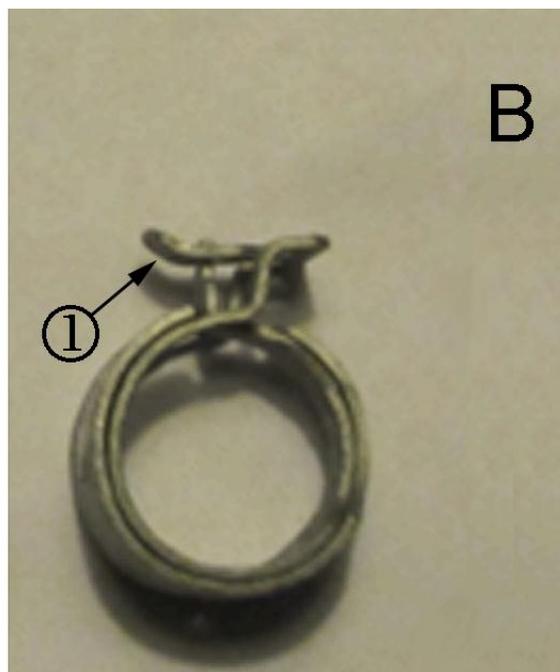
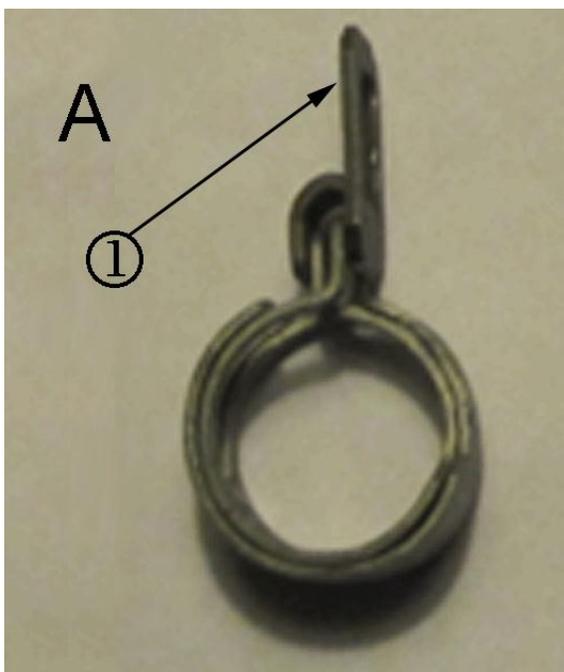


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Gasoline engine shown in photograph.

**Note:** A stool is required to view and gain access to the power steering hose clamps at the power steering pump and power steering gear locations. The power steering pump and power steering gear are located (1) below the upper radiator hose (2) and alternator (3) on vehicles equipped with a diesel engine. Power steering pump (4), power steering gear (5) and power steering hose clamp locations (6) shown in diesel and gasoline engine photographs.

2. Locate the power steering hose clamps (6) at the power steering gear (5) and power steering pump (4) locations.



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**Note:** There are two designs for the power steering hose clamp. The first design clamp (A) has an upright tab (1). Pull up on the tab (1) to release the pin and engage the clamp. The second design clamp (B) has a horizontal tab (1). Push up on the tab (1) to release the pin and engage the clamp. Refer to photograph. The power steering hose connection at the power steering gear and pump will be secure (tight) if the clamp is engaged. A long telescope-style mirror and light may be required to inspect the power steering hose clamps. Power steering fluid may be present on the power steering hose, pump or gear if a clamp is NOT engaged.

3. Determine if the power steering hose clamps are engaged. Inspect the power steering hose clamp connections at the power steering gear and power steering pump. **Pull lightly on the end of the power steering hose at the power steering pump and power steering gear locations to ensure the hose is secure at the two locations.**
  - If the power steering hose clamps are engaged at both the power steering gear and pump locations, proceed to step 4.
  - If the power steering hose clamps are NOT engaged at the power steering gear and/or pump locations, proceed to step 4



**(A) Crimp with swedge marks. This is a secure connection on the pipe ferrule.**

**(B) Crimp without swedge marks. This is NOT a secure connection on the pipe ferrule. Replace the power steering fluid cooler assembly.**

4. Determine if the crimped end of the hoses at the power steering fluid cooler are swedged on the pipe ferrule. Inspect the crimp for evidence of a swedge mark. Pull on the crimped end of the hose to determine if hose crimp is loose (not secure) on the pipe ferrule.
  - If the power steering hose crimps are secure and show evidence of swedge marks AND the power steering hose clamps are engaged at both the power steering pump and gear locations, no further action is required.
  - If the power steering hose crimps are secure and show evidence of swedge marks BUT the power steering hose clamps are NOT engaged at the power steering gear and/or pump locations, engage the clamp to secure (tighten) the hose connection. Proceed to step 5.

- If the power steering hose crimps are NOT secure and DO NOT show evidence of swedge marks, replace the power steering fluid cooler. Refer to Power Steering Fluid Cooler Replacement (Heavy Duty) in SI. Refer to the GM Electronic Parts Catalog (EPS) for parts information. Submit a separate warranty claim for the power steering fluid cooler replacement.
5. Engage (tighten) the power steering hose connection at the power steering gear and/or power steering pump locations.
  6. Lightly pull on the end of the power steering hose at the power steering pump and/or power steering gear locations to ensure the hose is secure at the two locations.
  7. Lift and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
  8. Inspect the underbody of the vehicle around the power steering hose and power steering gear and pump for evidence of a power steering fluid leak. If necessary, clean underbody of vehicle and vehicle parts that are covered in power steering fluid.
  9. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
  10. Check and, if necessary, add power steering fluid to the power steering system. Refer to *Checking and Adding Power Steering Fluid* in SI.
  11. Start the engine. Rotate steering wheel from left to right. Check for sign of cavitation or fluid aeration (pump noise/whining). Refer to SI for diagnostic information and/or power steering part replacement information, if required.

### COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
*9100645	Inspect Power Steering Hoses (Gasoline Engine)	0.3	**
*9100646	Inspect Power Steering Hoses (Diesel Engine)	0.4	**
***9100899	Inspect Power Steering Hose - Replacement Required	0.3 <i>Gasoline Engine</i> 0.4 <i>Diesel Engine</i>	N/A

\* Includes time to clean the area of fluid and top-off the power steering fluid when required. Use the labor operation code in this bulletin to close the recall and receive payment for the

power steering hose clamp inspection and if required, cleaning the area of fluid and topping-off the power steering fluid as well. If related repairs are required as a result of an excessively low fluid level (power steering pump replacement, etc.), submit a separate warranty claim for the related repair(s).

\*\* The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A Dealer net price for contact cleaner needed to clean the area of fluid seepage/leakage and for power steering fluid needed to top-off the power steering fluid level when required, not to exceed \$10.00 USD, plus applicable Mark-Up or Landed Cost (for Export).

\*\*\* Submit a normal warranty claim for power steering fluid cooler replacement. Includes labor, parts and fluid.

#### CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

#### CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

#### DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

#### DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.





# IMPORTANT SAFETY RECALL

August 2014

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

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 model vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- This notice applies to your 2015 model year Chevrolet Silverado 2500/3500 HD or GMC Sierra 2500/3500 HD model.
- Your vehicle is involved in GM safety recall 14356.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

Your vehicle may have been built with a power steering hose clamp that was not properly attached to the power steering pump. 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.

### What will we do?

Your GM dealer will inspect the power steering hose clamps in two locations to ensure that they are properly attached. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection time of approximately 15-20 minutes.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

### Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	

Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V339.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney  
General Director,  
Customer and Relationship Services

14356