



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

March 27, 2015

Mr. Brian Latouf  
Director, Field Product Investigations and Evaluations  
General Motors LLC  
30001 Van Dyke - Mail Code 480-210-2V  
Warren, MI 48090-9055

NVS-215SM  
15V-146

**Subject:** Loss of Electric Power Steering Assist

Dear Mr. Latouf:

This letter serves to acknowledge General Motors LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

BUICK/ENCORE/2015  
CHEVROLET/TRAX/2015

**Mfr's Report Date:** March 12, 2015

**NHTSA Campaign Number:** 15V-146

**Components:**

STEERING:ELECTRIC POWER ASSIST SYSTEM

**Potential Number of Units Affected:** 2,295

**Problem Description:**

General Motors LLC (GM) is recalling certain model year 2015 Buick Encore vehicles manufactured November 27, 2014, to February 24, 2015, and 2015 Chevrolet Trax vehicles manufactured November 18, 2014, to February 17, 2015. The steering column assembly housing may contact the power steering printed circuit board causing the circuit board to wear.

**Consequence:**

The circuit board wear may cause a sudden loss of electric power steering assist, increasing the risk of a crash.

**Remedy:**

GM will notify owners, and dealers will inspect and replace the steering column assembly, as necessary, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact Buick customer service at 1-800-521-7300 or Chevrolet customer service at 1-800-222-1020. GM's number for this recall is 15168.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received GM's proposed owner notification letter and have provided our edits to you.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is required that owners be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at [sarah.mcshane@dot.gov](mailto:sarah.mcshane@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement