



# Service Bulletin

File in Section: -

Bulletin No.: PIC5643B

Date: June, 2012

## PRELIMINARY INFORMATION

**Subject:** PQC Part Restriction - Electronic Power Steering (EPS) Service Steering Message Displayed And Increased Steering Effort

**Models:** 2012 Chevrolet Camaro ZL1

**This PI was superseded to update questions in the recommended field. Please discard PIC5643A.**

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern:

The DIC may display "Service Steering" in combination with an increase in steering effort and standard diagnostics may lead to steering gear replacement. As of 03/30/2012 Electronic Power Steering P/N 22848599 has been placed on restriction through PQC. This part restriction will allow Engineering to evaluate the fault while the steering gear is in the vehicle and prior to any repairs.

### Recommendation/Instructions:

**Important:** Do not perform a Clear DTCs function.

Retrieve any stored DTC information from the Electronic Power Steering module. If any of the following DTCs are set (history or current) in the EPS module or you are unable to diagnose the cause DO NOT CLEAR DTC(s), STOP FURTHER SERVICE ACTIVITY, complete the questionnaire below and contact PQC for further action.

- DTC C0569
- DTC C0475
- DTC C056E
- DTC C0545
- DTC C056D
- DTC C055C
- DTC C0544

For all other concerns where the above DTCs are not set, follow the published service procedures to complete the repair. Should the repair require steering gear replacement, contact PQC to review the diagnosis and order the part.

### Please complete this questionnaire prior to contacting PQC.

Customer's concern:

What is the customer's description of the concern?

How many times did the customer indicate the issue occurred?

During which of the following driving condition(s) did the customer have a steering concern?

- Low Speed turn Y/N
- Straight-away Y/N
- On a rough road Y/N

Was the concern temperature related? Y/N

Was the concern weather related? Y/N

Did the concern occur soon after an engine stall? Y/N

Did the concern occur during an engine start (cranking)? Y/N

What state were other electronics in when concern occurred (eg: A/C: High, Med, or Low; Heater: On/Off; Radio: On/Off; etc.)

Please list any other conditions (if applicable) when the concern occurred.

What are the current and/or history DTCs?

Is the vehicle still exhibiting the customer concern? Y/N

Has the vehicle been modified with any aftermarket accessories or options? Y/N

What SI document number was used during the diagnosis?

Have the wires/harnesses been checked for proper routing and free from damage, stretch, pinch, etc.? Y/N (If no, perform this inspection prior to calling PQC.)

Have the wires been checked for any damaged, loose, or disconnected connectors? Y/N

(If no, perform this inspection prior to calling PQC.)

Have any wire connectors or terminals been disconnected or loosened and then re-torqued? Y/N

Has the EPS supply voltage been checked on both sides of the EPS Fuse? Y/N

IF Yes, what was the voltage with ignition OFF? \_\_\_\_ Volts

(If no, you need to check and record voltages with ignition OFF prior to calling PQC. This fuse is not accessible; it is molded into the EPS power cable between the Battery Positive Junction Block and the EPS motor. Measure voltage at both ends of the EPS power cable.)

Have you made any other observations or have any recommendations of what may be causing this concern?

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.