



Service Bulletin

PRELIMINARY INFORMATION

Subject: Information On Steering Column Lock And Ignition Switch Hard To Rotate From The Lock Position

Models: 2013 - 2014 Buick Encore
2012 - 2014 Chevrolet Sonic
2013 - 2014 Chevrolet Spark
2013 - 2014 Chevrolet Trax

This PI was superseded to update model list. Please discard PIC5753A.

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

Condition/Concern

In rare cases it is possible a customer may comment that when returning to the vehicle the ignition key requires high effort or may not turn from the lock position.

Recommendation/Instructions

Important: Do NOT replace any parts for this concern.

This model is equipped with a steering column lock. If the vehicle is turned off with the steering wheel turned it may rotate back against the steering lock causing the lock to bind, resulting in the key cylinder binding. This concern generally happens after turning into a parking spot or driveway. To prevent this from happening, advise the customer to make sure the wheels are in the straight ahead with the steering wheel centered when turning the ignition off.

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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION