



Service Bulletin

PRELIMINARY INFORMATION

Subject: PQC Part Restriction - Electric Power Steering Gear

Models: 2014 Chevrolet Silverado LD
2014 GMC Sierra LD
Restricted Part Numbers: 23129054, 23129055, 23129056

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

Condition/Concern

As part of our ongoing quality improvement efforts, the electric steering gear part numbers 23129054, 23129055 and 23129056 will be placed on restriction through (PQC) Product Quality Center (effective 5-02-13) to assist GM Engineering with product feedback.

This part restriction will allow Engineering to evaluate the concerns 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 DTCs listed below 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.

Please complete the questionnaire below prior to contacting PQC for further action.

Caller's Name/Position:

Technicians Direct Phone:

What are the current and/or history DTCs?

Note: The steering gear replacement is not necessary if the following codes are current or in history.

Be sure to follow service procedures in SI.

- U-Codes U0100/U0121/U0126/U140 – Loss of communication with other modules
- U-Codes U0073/U0077/U0415/U2099 – missing messages from other modules
- C0800 – Battery Voltage Below Gear Threshold
- C044B_56 – Smooth Road shake disabled for current key cycle
- C0544_5A – SAS signal not possible

What is the customer's 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 turns 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 during an engine start (cranking)? Y/N

What state were other electronics in when concern occurred?

- A/C: High, Med, or Low?
- Heater: On/Off?
- Radio: On/Off?
- Others?

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

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, check)

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

(If no, check)

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

Have you checked the EPS Ground Path for any obvious issues? Y/N

(If no, check)

(Refer to SI Power Steering Signal Schematic. Ground 121)

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.

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.