



# Service Bulletin

File in Section: -

Bulletin No.: PIE0271

Date: October, 2013

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Increased Steering Effort, Service Power Steering Message Displayed on DIC, DTCs C047A, C056D, C056E, C0544 or C0475 Set

**Models:** 2014 Cadillac ATS

**Attention:** Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information PIs.

### Condition

**Important:** If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

In rare cases, the customer may comment on an intermittent increased steering effort with a "Service Power Steering" message displayed on the DIC.

When checking the vehicle for DTCs, the power steering control module may report C047A, C056D, C056E, C0544 or C0475 set in history or as current.

### Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

### Instructions

**Important:** Do not clear DTCs prior to calling the engineer.

Confirm DTCs set and document customer information as to when the condition occurs (highway, stop and go traffic, parking lot maneuvers, etc.). Please contact the engineer listed below for further instructions.

### Contact Information

| Engineer Name    | Phone Number |
|------------------|--------------|
| Findell Whitaker | 586-914-6981 |

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

### Warranty Information

If engineer was contacted or required information was provided, use:

| Labor Operation | Description   | Labor Time |
|-----------------|---|------------|
| 7480038*        | Engineering Information – Loss of Power Steering Assist | 0.4 hr     |

\*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.