



Service Bulletin

PRELIMINARY INFORMATION

Subject: PQC Part Restriction Electric Power Steering Gear

Models: 2015 Cadillac Escalade Models

2014 Chevrolet Silverado 1500

2015 Chevrolet Suburban, Tahoe

2014 GMC Sierra 1500

2015 GMC Yukon Models

Restricted Part Numbers: 23144655, 23129057, 23185536, 23191364, 23129054, 23144658, 23185542, 23191367, 23129055, 23144657, 23185540, 23191366, 23129056, 23144656, 23185538, 23191365, and 23129059

This PI was superseded to update model years. Please discard PIT5213A.

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 and motor/module kit part numbers 23144655, 23129057, 23185536, 23191364, 23129054, 23144658, 23185542, 23191367, 23129055, 23144657, 23185540, 23191366, 23129056, 23144656, 23185538, 23191365 and 23129059 will be placed on restriction through (PQC) Product Quality Center (effective 4-29-13) 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

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

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.

Caller's Name and Position:

Technician's Direct Phone:

Times In/Days Down:

Is the part being requested for Customer Pay?

Is this a customer vehicle or a stock vehicle?

What are the current and/or history DTCs?

-Is dtc C056D SYM39 set?

If Yes, reprogram the PSCM with the latest calibrations in TIS2WEB

If No or the issue is not repaired with reprogram, continue with the following questions

Completion of the Electric Power Steering (EPS) Gear Template is only required when the vehicle has one or all of the current or history EPS concerns listed below.

- DTC C0176 - Control Module Temperature Too High
- DTC C0475_00 – Electric Steering Motor Fault

- DTC C0475_64 - Electric Steering Motor Circuit Slip Detected
- DTC C0545_00 – Torque Sensor Fault
- DTC C0545_4B – Calibration not Learned
- DTC C056D – General Hardware Fault
- DTC C056E – Incorrect Steering Gear Installed
- U0428_71 – Invalid SAS message
- U0401 – Loss of vehicle speed message
- No DTCs, customer complaint is subjective, i.e. noise/feel/bind
- Unable to diagnose

Do not replace the steering gear if the following codes are current or in history and follow the 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?
- Straight-away?
- On a rough road?

Was the concern temperature-related?

Was the concern weather-related?

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

What state were other electronics in when concern occurred:

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

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

Is the vehicle still exhibiting the customer concern?

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

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. (if no, check)?

Have the wires been checked for any damaged, loose, or disconnected connectors (if no, check)?

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

Have you checked the EPS Ground Path for any obvious issues (if no, check)?

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

- If yes, what was the voltage with ignition OFF? ____ Volts
- If no, advise dealer 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.

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.



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