



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Steering Column Lock Noise Heard When Turning Ignition On Or Off

Models: 2013 - 2015 Cadillac ATS
2014 - 2015 Cadillac CTS Sedan VIN A
Equipped with Steering Column, Lock Control (RPO ULS)

This PI was superseded to update Model Years and Subject. Please discard PIC5784.

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

Condition/Concern

A customer may comment of a grunt or buzz noise heard from the steering column area when the Ignition is turned on and again when the Ignition is turned off and the driver door is opened. This noise is caused by the cycling of the Steering Column Lock actuator locking or unlocking the steering column.

Recommendation/Instructions

Important: The Driver Door must be open before the Steering Column Lock actuator will move to the Lock position. With the Driver Door open, turn the Ignition on and off several times while listening to the column lock actuator cycle.

Note: Do NOT replace any parts if the noise level is the same locking and unlocking.

The difference in noise level when Locking would have to be much louder than during Unlocking for any part replacement to prove beneficial. If the noise is the same in both directions no repair is necessary, this should be considered a normal characteristic of the actuator cycling. If the noise is noticeably increased during locking than when it is unlocking, replace the column lock actuator.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
7442420	Steering Column Lock Control Module Replacement	Use Published Labor Operation Time
7449949	Customer Concern Not Duplicated/Verified	Use Published Labor Operation Time

Customer Information:

For situations whereby the noise is the same in both directions, please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

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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