



Service Bulletin

PRELIMINARY INFORMATION

Subject: PQC Part Restriction - Electric Power Steering Gear

Models: 2015 Chevrolet Colorado

2015 GMC Canyon

Restricted Part Numbers : 22963309 and 22963310

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 22963309 and 22963310 will be placed on restriction through (PQC) Product Quality Center (effective 9-10-2014) 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 and Position:

Technician's Direct Phone:

Times In/Days Down:

1. Is this a stock vehicle or customer vehicle?
2. List any current/history DTCs:
 - Does the vehicle set a C056D?
[If yes, STOP. Do not continue template. Advise the dealer to reprogram the PSCM with the latest calibrations in TIS2WEB. If reprogramming did not resolve the issue, continue.]
3. Does the vehicle have any of the following (mark all that apply)?
 - C047C
 - C0176
 - C0475_00
 - C0475_64
 - C0545_00
 - C0545_4B
 - C056E
 - U0401
 - U0428_71
 - No DTCs AND customer complaint is subjective, i.e. noise/feel/bind

- Unable to diagnose, or reprogramming did not resolve concern
4. Does the vehicle have any of the following (mark all that apply)?

- C0800
- U0073
- U0077
- U0100
- U0121
- U0126
- U0140
- U0415
- U2099

[If yes, STOP. Do not continue template, and do not release the part. Advise dealer to follow service procedures in SI. If dealer states this was already done, note that above and continue.]

5. Is the vehicle modified with any non-production accessories?
6. What is the customer's concern?

- How many times did the concern occur?
- Is the vehicle still exhibiting the concern?

7. Did the steering concern occur:

- On low-speed turns?
- On a straight-away?
- On a rough road?

8. Was the concern temperature-related (if yes, describe)?

9. Was the concern weather-related (if yes, describe)?

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

11. What state were other electronics in when concern occurred:

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

12. List other conditions (if any) when the concern occurred:

13. List any SI document(s) used for diagnosis:

14. Were the wires/harnesses checked for proper routing and free from damage, stretch, pinch, etc. (if no, check)?

15. Were the wires checked for damaged/loose connectors (if no, check)?

16. Were any wire connectors or terminals disconnected or loosened and then re-torqued?

17. Have you checked the EPS ground path (if no, check)?

18. Has supply voltage been checked on both sides of the EPS fuse?

- If yes, what was the voltage with ignition OFF? ____ Volts

[If not, dealer must check/record voltages with ignition OFF and call back before case can be forwarded to engineers.]

19. Do you have any other observations or recommendations of what may be causing the 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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