



# Service Bulletin

File in Section: 02 - Steering

Bulletin No.: 05-02-32-008D

Date: June, 2012

## TECHNICAL

**Subject:** Diagnosing Power Steering Concerns

**Models:** 2003-2006 Cadillac Escalade, Escalade ESV, Escalade EXT  
 2003-2006 Chevrolet Avalanche, Suburban, Tahoe  
 2003-2012 Chevrolet Express 2500-4500 Series Only  
 2003-2007 Chevrolet Silverado Classic  
 2007-2010 Chevrolet Silverado 2500-3500 Series Only  
 2007-2012 Chevrolet Suburban 2500 Series Only  
 2003-2006 GMC Yukon, Yukon Denali, Yukon XL  
 2003-2007 GMC Sierra Classic  
 2003-2012 GMC Savana 2500-4500 Series Only  
 2007-2010 GMC Sierra 2500-3500 Series Only  
 2007-2012 GMC Yukon XL 2500 Series Only

This bulletin is being revised to update the models to include the Express and Savana. The Correction information has also been updated to reflect the addition of the vans. Please discard Corporate Bulletin Number 05-02-32-008C (Section 02 – Steering).

### Condition

In rare cases, customers may comment on a lack of steering assist when stopped or during parking lot type maneuvers. A lack of steering assist could occur if the brakes are applied and turning the steering wheel with the vehicle stopped or during parking lot type maneuvers. This condition will go away or greatly improve once the vehicle begins to move or is above parking lot speeds. Attempting to steer a stationary vehicle, with the brakes applied, preventing forward motion will require additional steering effort. This concern can be aggravated by worn tires, low tire air pressure, low power steering pump pressures, and tires larger than stock size.

### Correction

**Important:** In all cases, it is recommended that the proper tire size and the maximum tire pressure is set according to the manufacturer's specification as noted on the door placard; especially for the front tires.

1. Perform the "Power Steering System Test" found in SI. Make any necessary repairs based on system diagnosis.
  - 1.1. FOR C/K 2500 AND 3500 VEHICLES ONLY - If diagnostics did not lead to any repair, this concern is a normal operating characteristic. No further repairs should be made.
  - 1.2. FOR C/K 1500 SERIES VEHICLES ONLY - If diagnostics did not lead to any repair, this concern is a normal operating characteristic.
  - 1.3. FOR G 2500, 3500 and 4500 SERIES ONLY - If diagnostics did not lead to any repair, this concern is a normal operating characteristic. No further repairs should be made.
2. If a C/K 1500 Series vehicle is equipped with a 670 gear box, replacing it with a 680 gear box may increase the customer satisfaction.

3. To determine if the vehicle is equipped with a 670 gear box, inspect the mounting bolts that attach the stub shaft housing. A 670 gear box will only have 3 mounting bolts. If the stub shaft housing does not have any mounting bolts or has 4 bolts - DO NOT PROCEED WITH THIS BULLETIN. The vehicle is not equipped with a 670 gear box.
4. If replacing a 670 gear box with a 680 gear box, it will be necessary to replace the power steering gear, union fitting and both inlet O-ring seals.

**Parts Information  
(C/K 1500 Series Only)**

Part Number	Description
88965542	Power Steering Gear
26025709	Union Fitting
26001594	Inlet O-ring Seal

**Warranty Information**

For vehicles repaired under warranty, choose the one labor operation that reflects the corrective action:

Labor Operation	Description	Labor Time
E9050	Pump Assembly, Power Steering – Replace	Use Published Labor Operation Time
E9740	Gear Assembly, Power Steering – Replace	Use Published Labor Operation Time

