



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Vehicle Pulls to One Side and/or Steering Feels Loose

**Models:** 2015-2016 Chevrolet Colorado  
2015-2016 GMC Canyon

**Attention:** Proceed with this EI 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 bulletins.

*This PI has been revised to add the 2016 Model Year. Please discard PIE0343A.*

### Condition

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

Some customers may comment on the vehicle pulling to one side and/or that the steering feels “loose or sloppy.”

### Cause

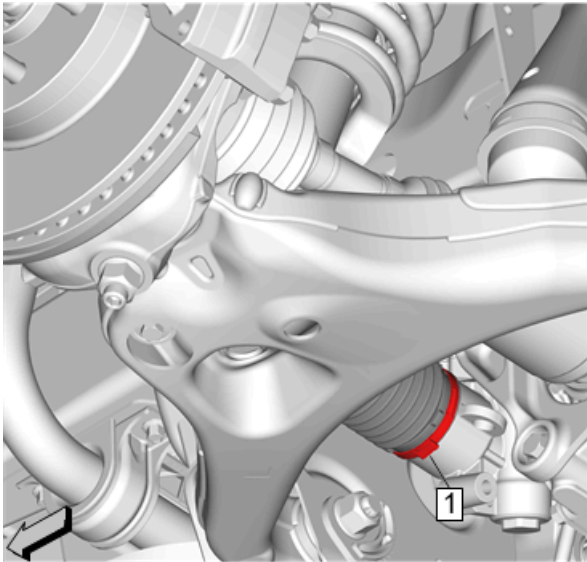
GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to “root cause” the customer’s concern and develop/validate a field fix.

### Instructions

**Important:** Do NOT replace any parts until the following is completed.

If you encounter a vehicle with the above concern and the diagnosis leads to a loose inner tie rod, complete the following steps and contact the engineer listed below.

1. Using a scan tool report the steering angle sensor value with the steering wheel centered and the front wheels straight forward.



2. With the vehicle in full rebound and the wheel straight, remove the inner steering gear boot clamp (1). Refer to Steering Gear Boot Replacement in SI.

**Note:** The inner steering gear boot clamp will need to be replaced once removed.

3. With the boot pulled outward from the vehicle, visually inspect the following:

- Which side of the vehicle is the inner tie rod loose on?
- Is the tie rod making contact to the rim of the tie rod ball housing while turning the wheel fully to the left or the right ?

## Contact Information

Engineer Name	Phone Number
Phonexay Vathanaphone	586-612-0057

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
7480148*	Engineering Information – Vehicle Pulls to One Side and/or Steering Feels Loose (Inner Tie Rod Inspection)	0.7 hr

\*This is a unique Labor Operation for Bulletin use only.

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION