

**SB-10057985-2017**

File in Section: -

Bulletin No.: PIE0328

Date: March, 2015

Service Bulletin

PRELIMINARY INFORMATION

Subject: Engineering Information – Loss of Power Steering Assist, Hard to Steer, and/or Service Power Steering Message on DIC

Models: 2014-2015 Chevrolet Equinox
2014-2015 GMC Terrain
Equipped with 2.4L Engine (RPO LEA)

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.

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 loss of power steering assist, hard to steer, and/or Service Power Steering message on DIC.

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

If you encounter a vehicle with the above concern, follow the procedure below and contact one of the engineers listed below.

1. Verify loss of Electronic Power Steering (EPS).
2. Record all DTCs.
3. Check all electrical connections to EPS for damage or poor connection.
4. Provide digital photo of any poor connection or damaged connector.

Pictures should be sent using the Field Reporting Process. Submit a report as outlined in the latest version of Corporate Bulletin Number 02-00-89-002 (U.S. Dealers) or 10-00-89-006 (Canada Dealers). The report must include the PIE number for warranty claim payment.

Contact Information

Engineer Name	Phone Number
George Szegedy	248-836-7858
Adam Freeman	248-836-8836

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
7480128*	Engineering Information – Electronic Power Steering Loss and Verification	0.6 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		