



# Service Bulletin

File in Section: -

Bulletin No.: 15-NA-015

Date: February, 2018

## TECHNICAL

**Subject: Unwanted Steering Pull or Drift**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore	2013	2018			All	All
Chevrolet	Sonic	2012	2018			All	All
Chevrolet	Trax	2013	2018			All	All

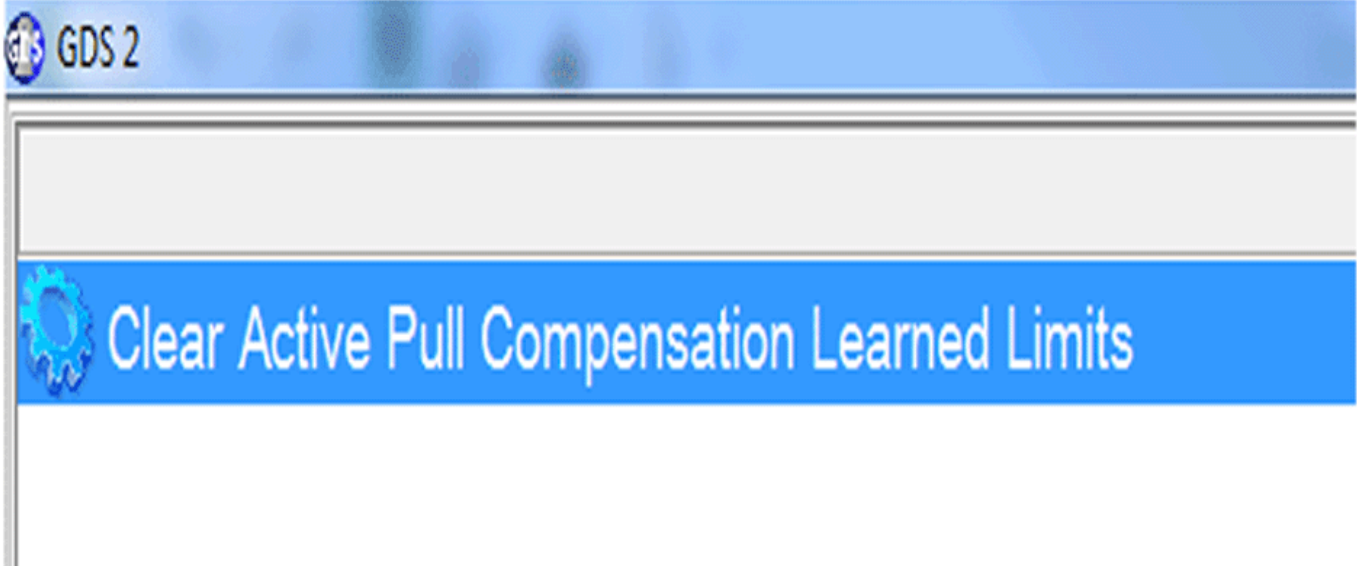
<b>Involved Region or Country</b>	North America and N.A. Export Regions
<b>Condition</b>	Some customers may comment on a steering drift or pull condition where the vehicle may appear to pull or drift in the direction of a road crown.
<b>Cause</b>	<p>This may be caused by the power steering control module.</p> <p>The power steering control module has advanced software features referred to as Active Pull Compensation.</p> <p>Active Pull Compensation constantly measures steering wheel torque being applied by the driver to maintain the vehicle's path. When the software detects extra effort being used to maintain a straight path, the steering assist motor adds torque in the proper direction to prevent the driver from having to make corrections to keep the vehicle on course. The torque assistance reduces driver fatigue and effort and makes steering easier. The software automatically resets itself to compensate for changing road conditions or the vehicle turning on curves. This software feature will compensate for a specific range of drift pull up to its maximum limit within a set of parameters. It must be understood that a drift pull, in the direction of road crown is normal vehicle behavior when Active Pull Compensation is not active.</p> <ul style="list-style-type: none"> <li>• The power steering control module uses the steering shaft torque sensor as its main input for determining steering direction, which is why hand pressure on the steering wheel must be maintained at all times.</li> <li>• If the vehicle is allowed to drift to a point where a large correction (steering angle input) is needed, the Active Pull Compensation will interpret this as a turn and will not learn this as a changing road condition.</li> <li>• Without hand pressure on the steering wheel, the system cannot determine the amount of assist that is needed to maintain the vehicle on a straight path.</li> <li>• The Active Pull Compensation is not intended to reduce driver effort when travelling on a curved section of road.</li> <li>• The Active Pull Compensation function only becomes fully active above 37 mph (60 km/h).</li> </ul>

### Correction

**Important:** Technicians should follow the information below prior to replacing the steering column.

If you encounter a vehicle with the above concern, check the following before proceeding:

- Inspect steering and suspension components for damage and or wear and replace as necessary.
- Ensure that alignment parameters are all within specification.
- Perform a download of latest EPS steering calibration into the power steering control module. Refer to *Power Steering Control Module Programming and Setup* in SI.



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After all the above has been checked, technicians should clear all Active Pull Compensation learned limits in the power steering control module by using the “Clear Active Pull Compensation Limits,” which is located in the scan tool output controls.

**Warranty Information**

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
7480178*	Clear Active Pull Compensation Limits From Power Steering Control Module	0.4 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	3
Modified	June 20, 2016 – Added the 2016 and 2017 Model Years. February 7, 2018 – Added the 2018 Model Year.

