



# Preliminary Information

**PIT5593A Action Required Steering Assist is Reduced Drive with Care Or Service Power Steering Message And Or Current Power Steering Control Module DTCs**

**Product Investigation Review Required**

**Models**

| Brand:    | Model:         | Model Years: | VIN: |  | Engine:                                    | Transmissions: |
|-----------|----------------|--------------|------|--|--|----------------|
|           |                |              | from | to   |  |                |
| Chevrolet | Silverado 1500 | 2017 - 2018  | SOP  | Plant Code Z*: 9/12/2017, Plant Code F*: 9/13/2017, Plant Code G*: 9/15/2017 | 4.3L RPO LV3 / 5.3L RPO L83 / 6.2L RPO L86 | All            |
| Chevrolet | Suburban       | 2017 - 2018  | SOP  | Plant Code R*: 9/12/2017   | All  | All            |
| Chevrolet | Tahoe          | 2017 - 2018  | SOP  | Plant Code R*: 9/12/2017   | All  | All            |
| GMC       | Sierra 1500    | 2017 - 2018  | SOP  | Plant Code Z*: 9/12/2017, Plant Code F*: 9/13/2017, Plant Code G*: 9/15/2017 | 4.3L RPO LV3 / 5.3L RPO L83 / 6.2L RPO L86 | All            |
| GMC       | Yukon          | 2017 - 2018  | SOP  | Plant Code R*: 9/12/2017   | All  | All            |

\*For Plant Code See 11th Position of VIN

|                            |   |
|----------------------------|---|
| Involved Region or Country | North America   |
| Additional Options (RPO)   | Without RPO UHX Lane Keep Assist<br>Without RPO NV8 Variable Assist Power Steering  |
| Condition                  | <p><b>Note: This PI does NOT apply to 2500/3500 HD Trucks.</b></p> <p>Some customers may comment every time the vehicle is started an "Action Required Steering Assist is Reduced Drive with Care" Or "Service Power Steering" Message is displayed. In most cases, there will be no steering related issues and if the message is dismissed it will remain off the entire ignition cycle.</p> <p>When checking for DTC's the Power Steering Control Module (PSCM) will have current DTC's set. The most common DTC's which may set are U0415 and/or U0401.</p> |
| Cause                      | A PSCM calibration error has been found, which does not allow its DTC's to transition to history and they stay current. Even when the issue that caused the DTC's to set originally, is no longer present, the PSCM will retain the DTC(s) as current.  |

**Correction:**

This calibration error can mislead technicians, because the initial steps in normal strategy based diagnosis is to verify the customer complaint and follow current DTC's. To help avoid misdiagnosis, follow the steps below:

1. Check and record all DTC's in all modules.
2. Clear all DTC's. If all DTC's can be cleared, go to step 3. If DTC's will not clear, the vehicle is experiencing a current fault, which will need to be diagnosed and repaired before continuing to step 3.
3. Reprogram the PSCM with the latest calibrations currently available in TIS2WEB, and clear any DTC's which may have set during the programming event.
4. Let the vehicle go to sleep, then restart the engine and check for DTC's. If any DTC's reset, perform normal diagnosis and repair as necessary.
5. If no DTC's reset, it will be necessary to look at all recorded DTC's in step 1 to help determine the original root cause. See additional information/example below.

**Additional Information and Example**

Remember, this PSCM calibration error only causes the DTC's to stay current, which then causes the PSCM messages to appear at each start up. After reprogramming the PSCM with the latest calibrations, the original root cause of the DTC's may still need to be

addressed. See example below.

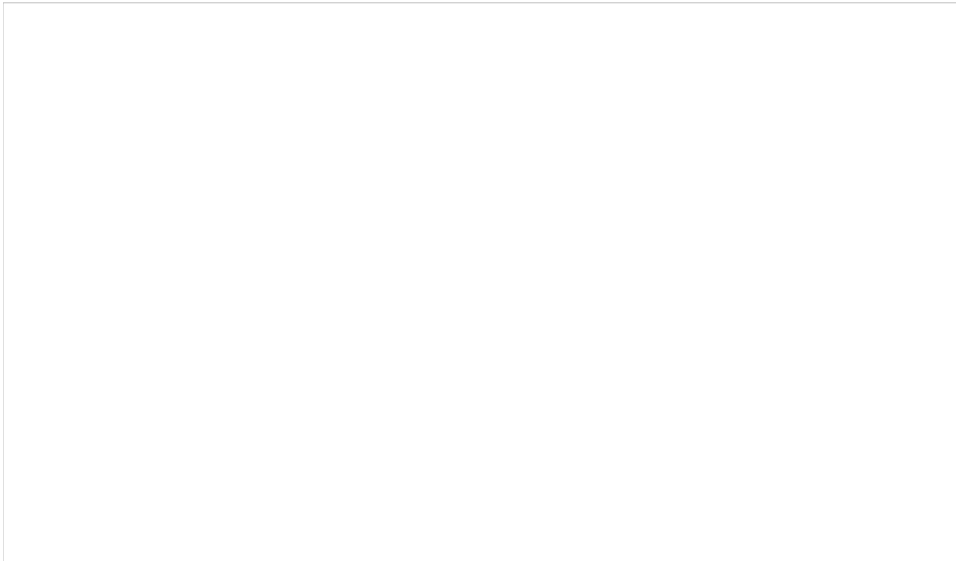
- Customer brings the vehicle in for an "Action Required Steering Assist is Reduced Drive with Care" message that is displayed each ignition cycle. See DIC message below.



- When checking for DTC's the following codes are found: See also the GDS2 screen print of the DTC's below.

PSCM has two current DTC's U0415 and U0401

EBCM has two history DTC's C0035 and C0045



- When performing normal strategy based diagnosis, a technician would start the vehicle and verify the customer's complaint of the "Action Required Steering Assist is Reduced Drive with Care" message, he or she would find current DTC's set in the PSCM. Finding these current codes may lead a technician down the wrong path, which is why it is important to follow the steps listed above.

- In this example, all the DTC's cleared out and the PSCM was reprogrammed with the latest calibrations available in TIS2WEB.

- Looking back at all the DTC's recorded, the EBCM had two wheel speed sensor DTC's set: C0035 and C0040. These two DTC's would be the original root cause and would need to be addressed.

- If the vehicle was returned to the customer without addressing the EBCM DTC's, he or she may return for service but would be a different complaint, such as, an intermittent ABS MIL and/or Service Stabilitrak message. The same DTC's will be found in the PSCM and EBCM, but now the new PSCM calibration will allow the DTC's to transition to history and there will no longer be a PSCM DIC message displayed at each ignition cycle.

### Warranty Information

| Labor Operation | Description  | Labor Time         |
|-----------------|--|--------------------|
| 2810625         | Power Steering Control Module Reprogramming with SPS | Use Published Time |

### Additional SI Keywords

C0176 C0475 c0544 c0545 C056D C0045 C0050 U0100 U0101 U0140 U0121 U0126 U0131

### Version History

|         |   |
|---------|---|
| Version | 2 |
|---------|---|

**Modified**

**Created on 11/06/2017**

**4/23/2018 to update the engines in the model list, add a Note in the Condition to Excluded HD trucks, and update the Additional Options to add Without RPO NV8 Variable Assist Power Steering**



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