



# Service Bulletin

File in Section: -

Bulletin No.: 19-NA-002

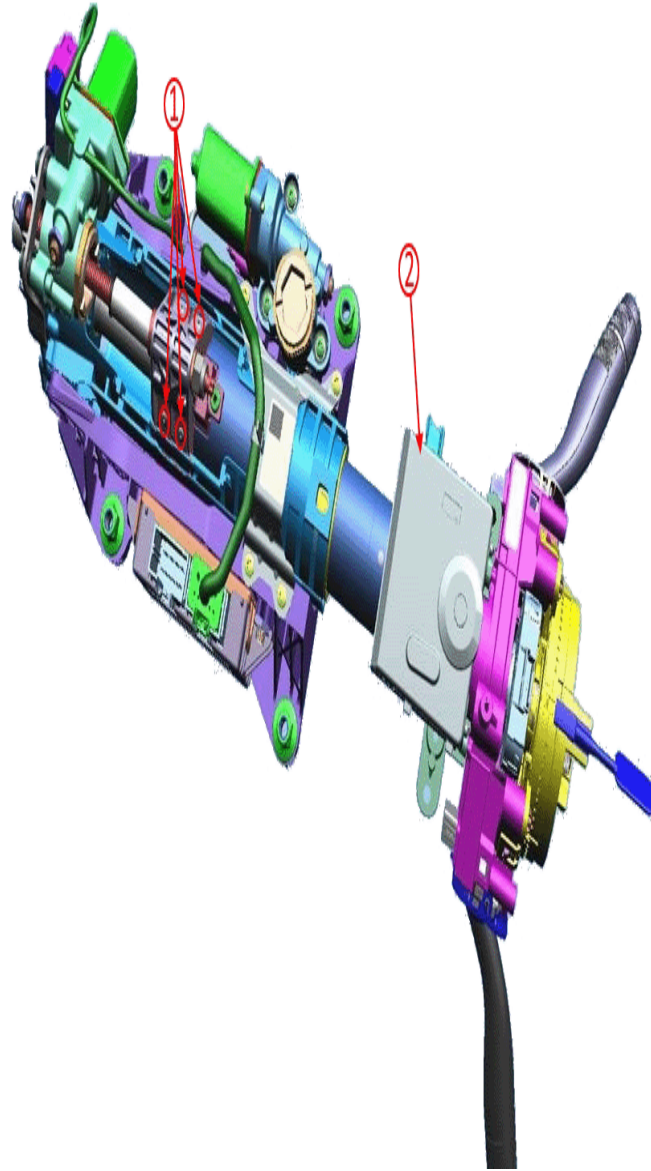
Date: January, 2019

## TECHNICAL

**Subject: Steering Wheel Locked, Steering Wheel Locked after Charging and/or Replacing Battery**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT6	2018	2018				

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPOs)</b>	UKL
<b>Condition 1</b>	Some customers may comment that the steering wheel is locked and will not rotate.
<b>Condition 2</b>	Some customers may comment that after jump starting the vehicle from a dead battery, the steering wheel will lock and not rotate. Some technicians may notice after charging or replacing the battery, the steering wheel will lock and not rotate.
<b>Condition 3</b>	Some customers may comment that the steering wheel is extremely hard to turn. Some technicians may notice the steering is extremely hard to turn when the vehicle is being physically moved for service.
<b>Cause 1</b>	This condition may be caused by a software anomaly in the Steering Column Friction Control (SCFC) module, causing the locking bolt to engage.
<b>Cause 2</b>	This condition may be caused by a software anomaly in the SCFC module engaging the locking bolt after a battery has been charged or replaced.

**Cause 3**

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This condition may be caused by forcing the steering wheel to turn while the SCFC module (2) is engaged.

- ⇒ Galling between the CSAV (Super Cruise) components internal to the column prevents the column clutch mechanism to slip when the SCFC module is engaged.
- ⇒ A rotational Torque applied at the steering wheel through the column's crash tube above 60 Nm will shear or partially shear the 4 rivets (1).

**Correction**

If any of the conditions have been validated, replace the steering column and the SCFC module.

- ⇒ A failed SCFC module energizes the lock bolt to fully extend into the steering column, causing the bolt to stay permanently engaged.

**Service Procedure**

Refer to *Steering Column Replacement* in SI.

**Warranty Information**

For vehicles repaired under warranty, use:

**Parts Information**

Causal Part	Description	Part Number	Qty
X	MODULE, STRG COL FRICT CONT	84386360	1
N/A	COLUMN, STRG	84359573	1

Labor Operation	Description	Labor Time
7441760	Steering Column Replacement	Use Published Labor Operation Time

Version	1
Modified	Released January 03, 2019

