



Service Bulletin

Bulletin No.: 19-NA-182

Date: August, 2019

TECHNICAL

Subject: Steering Assist Is Reduced Message and One of the Following DTCs Are Set: C056D, U0415

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	LaCrosse	2014	2016			All	All
	Regal	2013	2017				
Cadillac	XTS	2014	2019				
Chevrolet	Impala	2014	2019				
	Malibu	2016	2018				

Involved Region or Country	North America and N.A. Export Regions
Condition	Some customers may comment on a loss of steering assist along with the following message; Steering Assist Is Reduced.
Cause	The cause of the condition may be a software anomaly.
Correction	<p>Note: Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.</p> <p>Technicians will need to reprogram the power steering control module with the latest software. Refer to <i>K43 Power Steering Control Module: Programming and Setup</i> in SI.</p>

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under warranty, use:

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

*To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	1
Modified	Released August 09, 2019

