

**Subject: Engineering Information – Stick-Slip Type Condition Felt in Steering Wheel at Highway Speeds**

**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.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	LaCrosse	2017	2019	-	-	-	-
	Regal	2018		-	-	-	-
Cadillac	XT4	2019		-	-	-	-
Chevrolet	Malibu	2016		-	-	-	-

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<p><b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p><b>Note:</b> Stick/slip is a momentary condition predominant on-center; increased steering effort at all speeds or during the full motion of the steering wheel would point to a different condition. Stick/slip sensation can be felt when the steering effort slightly increases and suddenly releases while trying to make slight/minor lane corrections while driving straight at moderate to high speeds.</p> <p>Some customers may comment on a stick-slip type condition felt in the steering wheel at highway speeds.</p> <p>Some customers may also comment that the steering feels stuck or that the vehicle suddenly jerks while trying to apply minor inputs.</p>
<b>Cause</b>	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.

### Correction

If you encounter a vehicle with the above concern, engineering is looking to determine the true root cause for this condition **BEFORE** any components are removed. Perform the following listed below and contact the engineer name below with your findings.

1. Pull the vehicle codes and **DO NOT** clear the DTCs.
2. Note the following conditions listed below and try to duplicate the concern.
  - Vehicle speed?
  - Steering wheel input?
  - Direction of the vehicle? (turning or straight)

### Contact Information

Engineer Name	Phone Number
Erick Cuadrado	248-504-9097

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
7481958*	Engineering Information – Stick-Slip Type Condition Felt at Highway Speeds	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

<b>Version</b>	2
<b>Modified</b>	Released September 17, 2019 October 01, 2019 – Updated the Condition and Correction sections.