

**Subject: Engineering Information – Steering Wheel Shaking While Hands are on Steering Wheel and Brakes Not Being Applied**

**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		
Chevrolet	Malibu	2016	2020	-	-	-	-

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on the steering wheel shaking while hands are on the steering wheel and the brakes NOT being applied.
<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, contact the engineer below if the shaking can be felt while hands are on the steering wheel and the brakes **NOT** being applied.

If the shaking does occur with the hands OFF the steering wheel, refer to Service Bulletin 19-NA-185 and **DO NOT** contact the engineer listed as GM is working on a solution for this issue.

### Contact Information

Engineer Name	Phone Number
Infane Lowe	(586) 665-7105

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
7481968*	Engineering Information – Steering Wheel Shaking While Hands are On the Steering Wheel	0.3 hr

\*This is a unique Labor Operation for Bulletin use only.

<b>Version</b>	1
<b>Modified</b>	Released October 03, 2019