



Service Bulletin

Bulletin No.: 20-NA-009

Date: February, 2020

TECHNICAL

Subject: Slight Tire Contact When Turning on an Incline

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore GX (VIN M)	2020	2020				

Involved Region or Country	North America
Additional Options (RPOs)	QAI (TIRE ALL-225/55R18 SL 98H BW AL3 VAR1)
Condition	During an inspection a tire mark may be noticed. Slight tire contact without a rubbing noise may occur when turning the steering wheel either full left or full right when pulling into or backing out of an incline drive. There would be no tire contact in normal driving/parking conditions, either full left and right.
Cause	This condition may be caused by the front tire contacting the lower control arms.
Correction	Important: Do Not replace the tires for this condition. New calibrations have been released to correct this issue. Verify the condition and follow the steps in the service procedure below to correct the condition.

Service Procedure

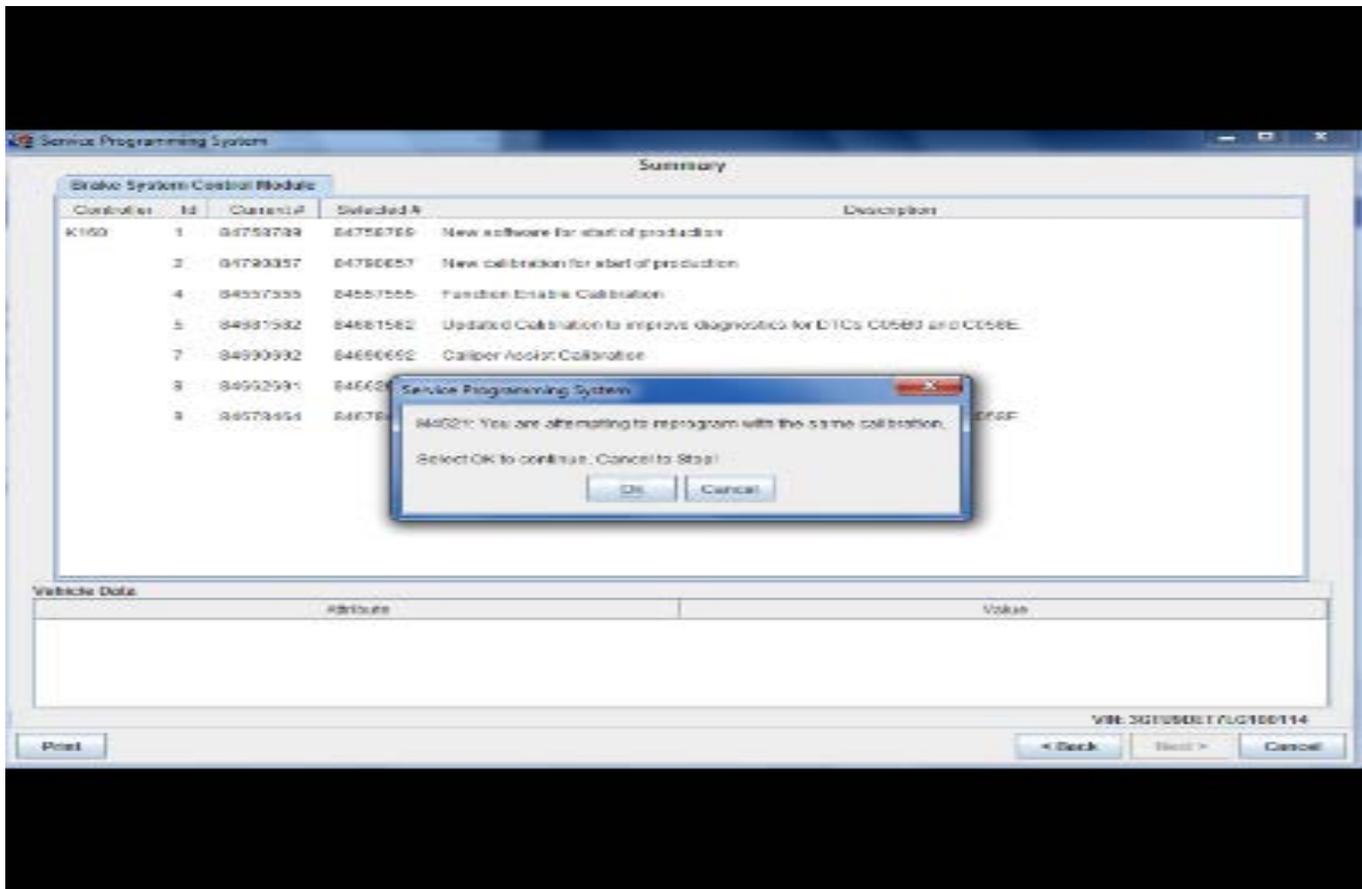
1. Refer to *Steering Gear Replacement* in SI.

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.

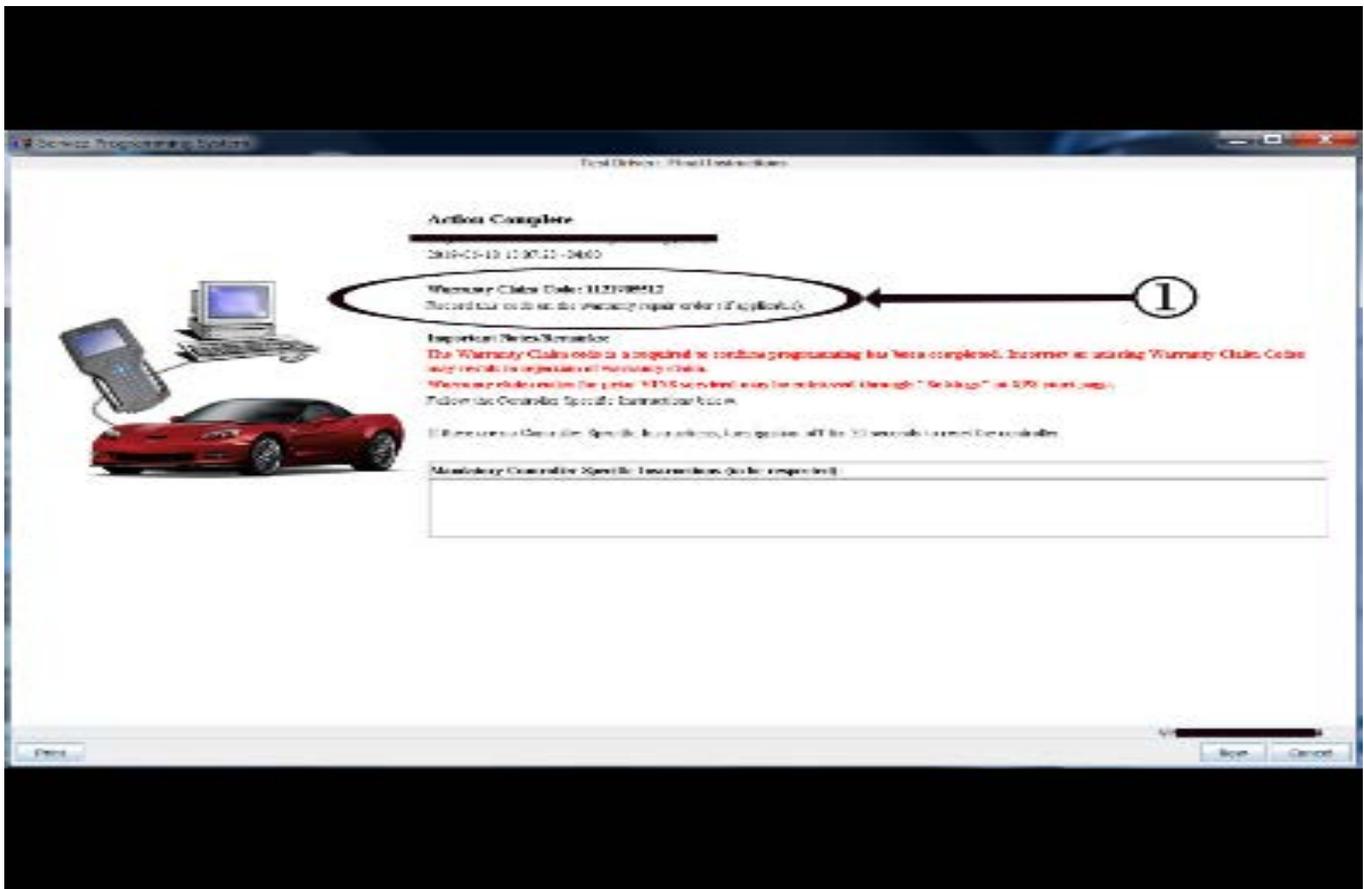
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO



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Important: If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Contact the Techline Customer Support Center (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French) for instructions for how to reprogram the K43 Power Steering Control Module. TCSC will provide an updated calibration for the new steering gear assembly.
 - ⇒ If vehicle is equipped with Parking Assist (RPO-UKG), TCSC will also provide programming instructions and updated calibrations to update K182 Parking Assist Control Module.



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Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Parts Information

Causal Part	Description	Part Number	Qty
X	GEAR, RACK & PINION STRG	42745904	1
N/A	BOLT, S/GR	Refer to EPC	

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
7481978*	Steering Gear Replacement for Contact	2.6 hr
Add	Power Steering Control Module Reprogramming with SPS	0.3 hr
Add	Parking Assist Control Module Reprogramming with SPS	0.3 hr

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

Important: 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 February 12, 2020

Additional Keywords: Tire, Rubbing, Tire Rubbing, Tire Contacting LCA, Lower Control Arm

