



# Service Bulletin

Bulletin No.: 17-NA-345

Date: August, 2021

## TECHNICAL

**Subject: Steering Jerks, Kicks, Whips or Locks Up or Stiff Feel Effort in Cold Temperatures**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2016	2017	See Break Points Chart Below		All	All
Chevrolet	Suburban Tahoe Models	2016	2017			All	All
Chevrolet	Silverado (Light Duty)	2016	2018			All	All
GMC	Sierra (Light Duty)	2016	2018			All	All
GMC	Yukon Models	2016	2017			All	All

### Break Points Based on Build Location

Location	From	To
Arlington	SOP	1GYS4DKJ3JR100207
Flint	SOP	1GCUKREC0JF108264
Ft. Wayne	SOP	1GCNKNEC1JZ134433
Silao	SOP	3GTU2NECXJG143448

<b>Involved Region or Country</b>	North America and Export Regions
	<p><b>Important:</b> For 2014 Vehicles please check VIN status per Safety recall 17276. Execute denoted action if VIN status is "open".</p> <p><b>Important:</b> For 2015 Vehicles please check VIN status per Safety recall 18289. Execute denoted action if VIN status is "open".</p>
<b>Condition</b>	Some customers may comment on a temporary loss of electric power steering (EPS) assist followed by a sudden return of EPS assist, particularly during low-speed turning maneuvers. The loss and sudden return of EPS assist typically happens within a 1 second period and is caused by an electrical/software issue.
<b>Cause</b>	This may be due to a sudden loss of voltage to the EPS system, the EPS turns off and then back on as the voltage returns when the EPS load is removed.

<b>Correction</b>	<p>To prevent the sudden loss of assist, a revised EPS module software has been developed to reduce the severity of the toggling event. Dealers will reprogram the EPS module software.</p> <p><b>Note:</b> For vehicles that exhibit this condition or any of the following additional conditions, please refer to latest version of #18-NA-161: Steering Jerks Or Kicks Back / Reduced Power Steering Assist / Engine Stall / No Start / Service Stabilitrak / IPC / Radio / HVAC Goes Blank Various DTCs:</p> <ul style="list-style-type: none"> <li>• Reduced or loss of power steering assist</li> <li>• Steering wheel jerks or kicks back when turning</li> <li>• Service Stabilitrak message with warning chime</li> <li>• Engine stall</li> <li>• IPC going blank or inoperative</li> <li>• Radio/ICS going blank</li> <li>• HVAC going blank</li> <li>• Hood ajar message and/or dome lamps flash when shifting into reverse</li> <li>• Alarm sounds when locking doors or door locks cycling</li> <li>• Wipers continue to run for a short time after turning off and then stop/park in the incorrect location</li> <li>• Any of the following DTCs: B1325, B124B, B124C, B127B, B127E, C0544, C0710, C0800, P0513, U0020, U0073, U0077, U0078, U0100, U0101, U0102, U0121, U0126, U0131, U0140, U0155, U0164, U0415, U0422, U0428, U0452, U1509, U150F and/or U15E1</li> </ul>
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## Service Procedure

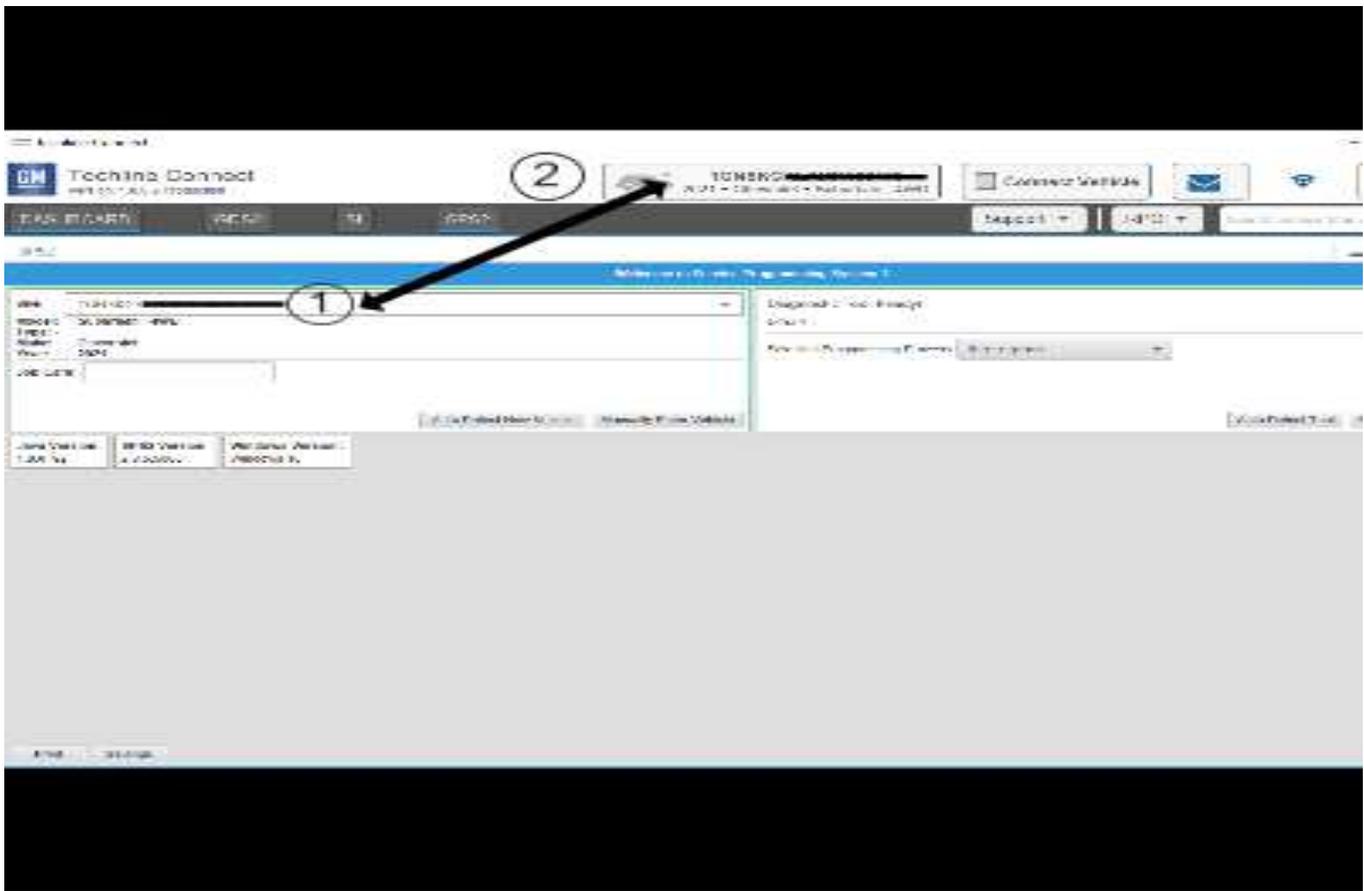
**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- 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](http://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.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

**Important:** The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

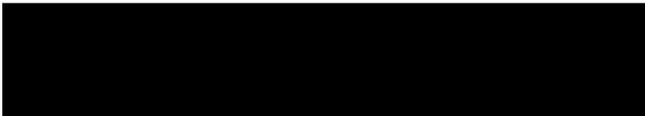
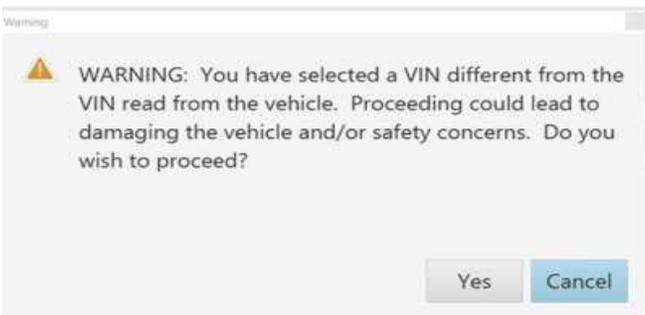
**Caution:** Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



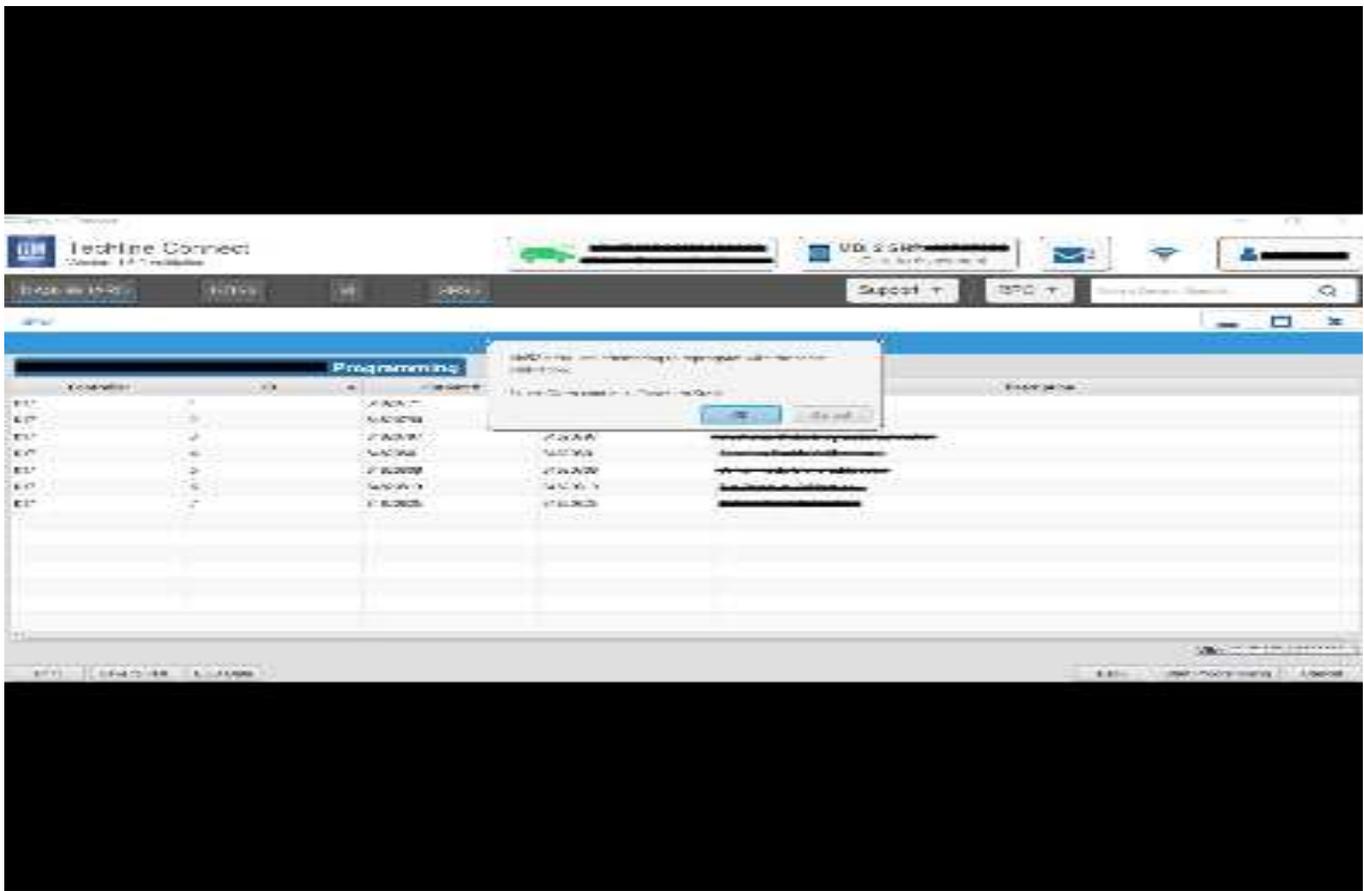
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**Important:** If the vehicle VIN DOES NOT match, the message below will be shown

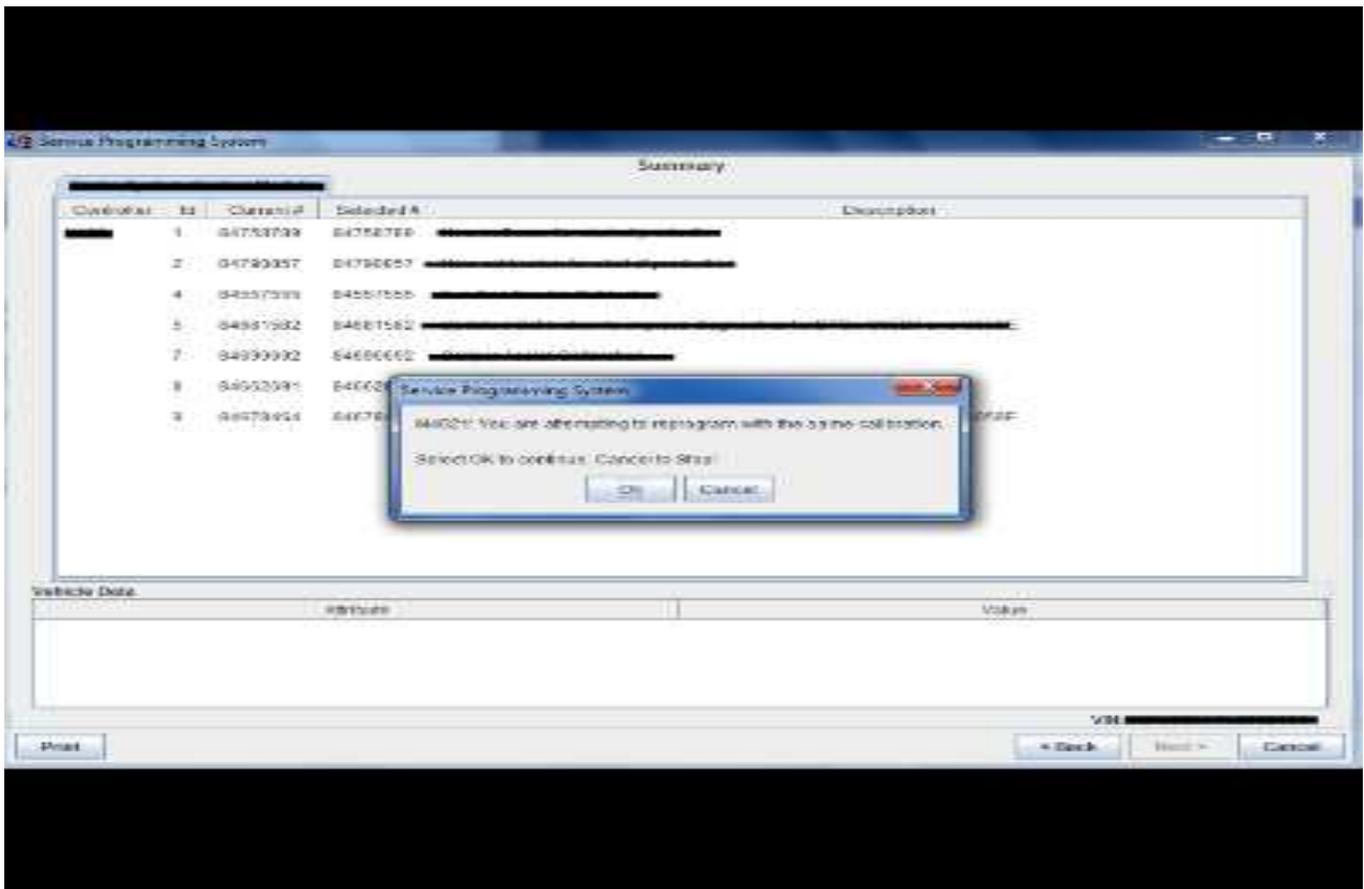
TLC implemented a change that has SPS2 always check that the VIN that TLC is set to matches the VIN read from the VIN master module (ECM for VIP, BCM for GEM). This is to address the potential for an incorrect VIN being set in TLC.



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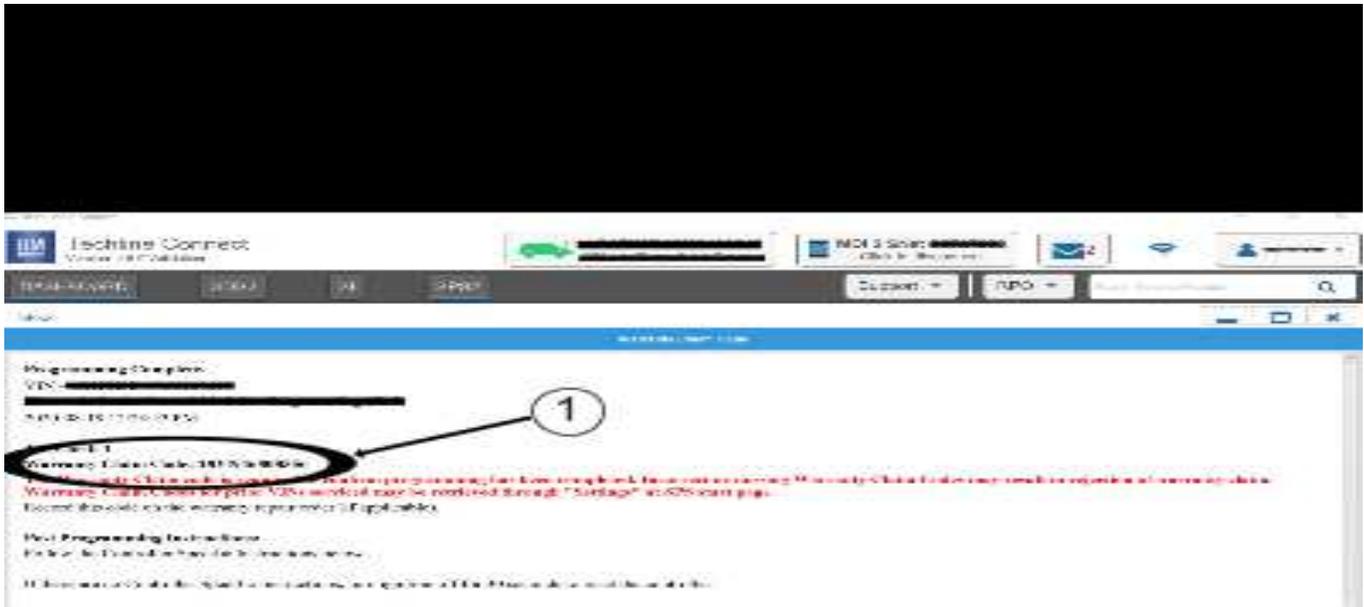


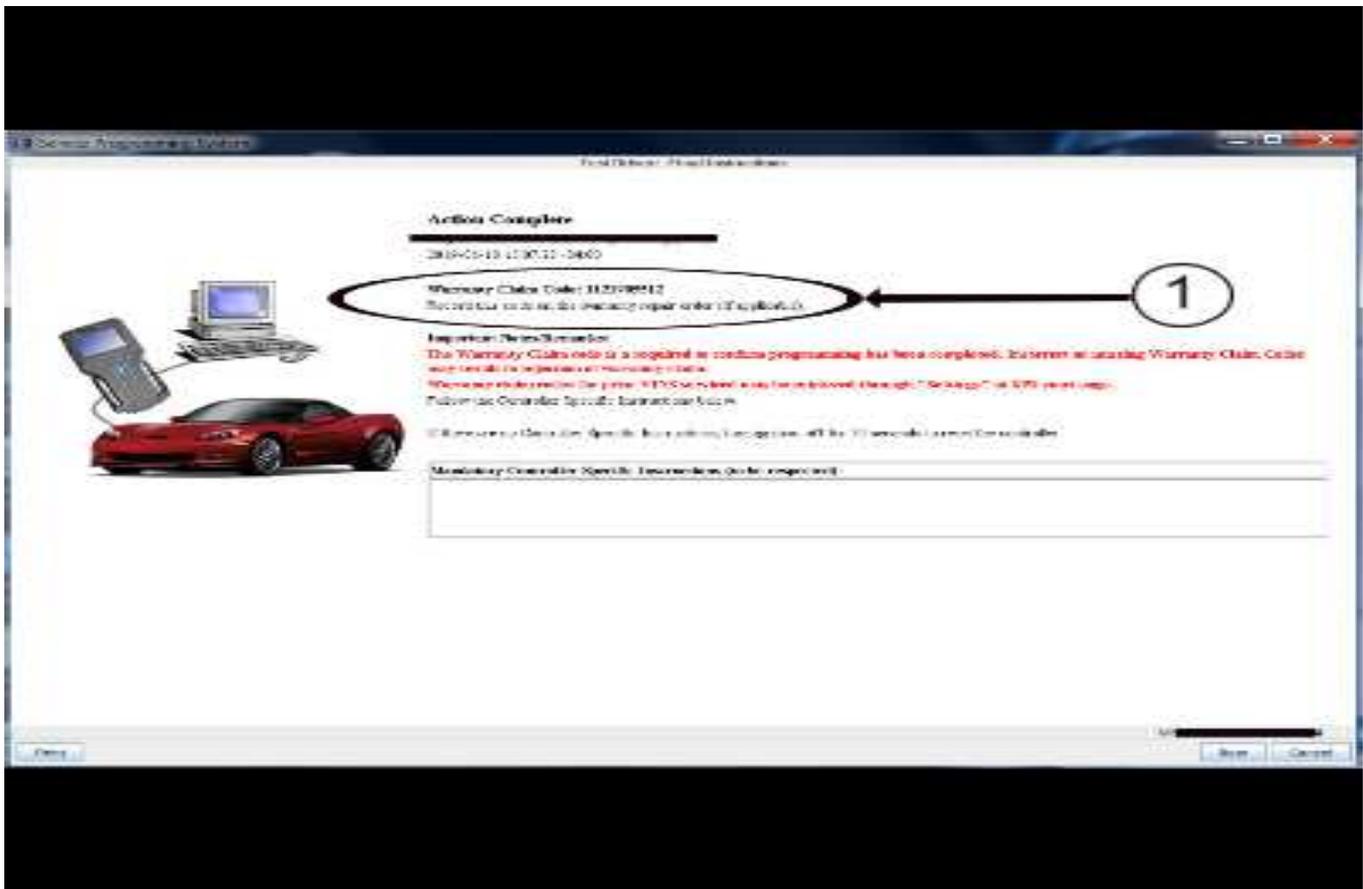
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**Important:** Techline Connect and TIS2WEB screens shown above.

**Important:** If the same calibration/software warning is noted on the TLC or SPS Summary 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. Reprogram the Power Steering Control Module.  
Refer to *Power Steering Control Module Programming and Setup* in SI.





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**Note:** The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

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

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

**Parts Information**

No parts are needed for this condition.

**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

Version	3
Modified	Released November 03,2017 Revised May 29, 2018 – Revised to update information under the Correction. Revised August 02, 2021 — Updated Title, Added Important Statements within Condition, removed MY2015 as all MY 2015 vehicles are covered per Safety recall 18289.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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