

**Subject:** Engineering Information - Steering Loss of Assist While Driving Without Setting Any DTCs that Indicate a Failure and Remedial Action to Take at the Dealership

**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 PIE, and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	LYRIQ	2023	2024	—	—	—	—

<b>Involved Region or Country</b>	<b>U.S. Dealers ONLY</b>
<b>Condition</b>	Some customers may comment on steering loss of assist while driving. Technicians may find NO DTCs set.
<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

**Important:** This engineering information (EI) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

If you encounter a vehicle with the above concern, perform the following steps and contact one of the engineers listed below with your findings:

1. Capture the GDS2 vehicle DTC and ID information report for the following.
  - Power Steering Soft-tops Learn Status
  - Steering Wheel Angle Sensor Calibration Status
  - Battery voltage
  - Application Software Identification
  - Calibration Identification Record
  - Power Steering Level X Malfunction Ignition Cycle Counter
  - Power Steering Motor Overload Protection Counter
2. Capture details for the power steering control module 1 and 2

## Contact Information

The Contact Information has been redacted.

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 an engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2886938*	Engineering Information - Steering Loss of Assist While Driving Without Setting Any DTCs	0.4 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	1
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