



Service Bulletin

Bulletin No.: 13-02-32-001H

Date: April, 2025

TECHNICAL

Subject: Power Steering Noise or Fluid Leak from Power Steering Pump, Gear or High-Pressure Hose During Extreme Low Temperature Conditions

Models:

- 2009-2015 Buick LaCrosse (Equipped with Hydraulic Power Steering)
- 2010-2013 Buick Regal
- 2012-2017 Buick Enclave
- 2007-2014 Cadillac Escalade
- 2009-2016 Cadillac SRX
- 2013-2018 Cadillac XTS
- 2007-2014 Chevrolet Avalanche, Silverado 1500, Suburban 1500, Tahoe (Equipped with Hydraulic Power Steering)
- 2010-2015 Chevrolet Captiva, Captiva Sport (V6 Only)
- 2010-2017 Chevrolet Equinox (V6 Only)
- 2011-2018 Chevrolet Tracker, Trax Equipped with RPO N40 Hydraulic Power Steering
- 2011-2025 Chevrolet Silverado 2500/3500
- 2012-2017 Chevrolet Traverse
- 2013 Chevrolet Caprice PPV
- 2007-2014 GMC Sierra 1500, Yukon Models 1500 Series Only (Equipped with Hydraulic Power Steering)
- 2010-2017 GMC Terrain (V6 Only)
- 2011-2025 GMC Sierra 2500/3500
- 2012-2017 GMC Acadia
- 2009-2017 Opel Insignia (Equipped with Hydraulic Power Steering)

Attention: This bulletin also applies to any of the above models that may be Export from North America vehicles.

This bulletin has been revised to add the 2024-2025 Model Years to Silverado and Sierra 2500/3500 Models. Please discard Corporate Bulletin Number 13-02-32-001G.

Condition

Important: The information contained in this bulletin applies only to the models listed. Pentosin CHF202 fluid cannot be used in any other products power steering system. Ensure the vehicle being serviced is listed in the Models information above.

Some customers may comment that the vehicle is experiencing a power steering noise/whine or fluid leak from the power steering pump, gear, or high-pressure power steering hose during extreme low outdoor temperature operation. This bulletin replaces the latest version of Service Bulletin Number 12-02-32-002 as Pentosin CHF202 fluid has improved cold temperature characteristics over the former cold temperature fluid.

Cause

During extremely low temperatures, -35°C (-31°F) or lower (usually in the -40°C/F or less range), the power steering fluid may thicken, and the power steering system pressures may rise, causing damage to various components.

Instructions

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.

To resolve this condition, replace any damaged power steering system components. Refer to Power Steering in SI for diagnosing and repairing steering system component fluid leaks.

Flush the power steering system and refill with Pentosin CHF202 fluid. Refer to *Power Steering System Flushing* in SI for proper procedure and expected fluid quantity to be used.

Provide the customer with this information for their records and future maintenance needs.

Parts Information

Pentosin CHF202 fluid can be obtained through a local automotive parts retailer.

Warranty Information

Note: For vehicles that require power steering component replacement, use the appropriate labor operation for the replaced component. Use the unique labor operation only when servicing the fluid to correct a noise concern.

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
7480008*	Flush and Bleed Power Steering System to Correct Noise Concern	0.9 hr
*This is a unique Labor Operation for bulletin use only.		