

# Service Bulletin

# TECHNICAL

Subject:	Steering is Sticking, Binding, Hard to Turn, or Stiff
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Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
Branu.	Branu. Wouer.		to	from	to	Engine.	Transmission.
Chevrolet	Malibu	2018	2019	—	—	_	—

Involved Region or Country	North America, Israel
Condition	Some customers may comment that the steering may intermittently stick, bind, be hard to turn, or act stiff.
Cause	The cause of the condition may be a software anomaly.
Correction	Reprogram the Power Steering Control Module with latest calibration in SPS.

#### **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.

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 <u>www.gmdesolutions.com</u> for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/ Maintenance (I/M) system status indicators to NO.

### December, 2020

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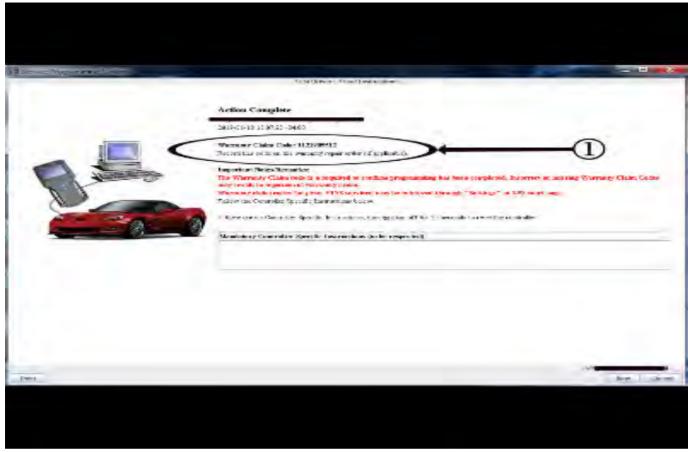
**Important:** Techline Connect and TIS2WEB screens shown above.

**Important:** If the Same Calibration/Software Warning is noted on the TLC or SPS Summary screen, select OK and follow on-screen instructions. The system will generate a warranty claim code (WCC) for documentation purposes only. Perform service information (SI) diagnostics to determine the cause of the condition. Use the applicable labor operation code when submitting a warranty claim. Do NOT use the WCC with the warranty claim submission.

**Important:** When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, as well as the upcoming full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial Data Message Authentication also needs to have the ignition off.

1. Reprogram the Power Steering Control Module. Refer to *K43 Power Steering Control Module: Programming and Setup* in SI.





**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.

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

### Warranty Information

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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			
2887048*	Reprogram the Power Steering Control Module for Steering Anomaly	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:					
<ul> <li>The Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.</li> </ul>					
	When more than one Warranty Claim Code is     apported for a programming event, it is required to				

 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/SPS2.

#### 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 TLC/TIS on the computer used to program the vehicle.
- 2. Select and start SPS/SPS2.
- 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 December 10, 2020

Additional SI Keywords: high, effort

GM bulletins are intended for use by professional technicians, NOT a "<u>do-it-yourselfer</u>". 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, <u>DO NOT</u> 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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