



Service Bulletin

File in Section: -

Bulletin No.: PIE0334

Date: April, 2015

PRELIMINARY INFORMATION

Subject: Engineering Information – Hard to Steer Vehicle When Cold

Models: 2013-2015 Buick Encore
2014-2015 Chevrolet Trax

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

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment on one or more of the following:

- Vehicle is hard to steer in colder ambient temperatures.
- Vehicle squeaks or squeals when turning.

During diagnosis a technician may find one or more of the following:

- Loose inner tie rods.
- Vehicle has a water leak in interior I-shaft area.

Cause

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.

Instructions

If you encounter a vehicle with the above concern, with the car lifted on a hoist take a picture of the steering column seal.

Pictures should be sent using the Field Reporting Process. Submit a report as outlined in the latest version of Corporate Bulletin Number 02-00-89-002 (U.S. Dealers) or 10-00-89-006 (Canada Dealers). The report must include the PIE number for warranty claim payment.

After taking a picture and before doing any repairs, contact one of the engineers listed below.

Contact Information

Engineer Name	Phone Number
Mauro Pacheco Escobedo	586-291-7297
Todd Allen	586-907-3857

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 engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
7480138*	Engineering Information – Hard to Steer Vehicle When Cold	0.4 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		