



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Loss of Power Steering Assist at Extreme Hot and Cold Underhood
Temperatures
Expires with Base Warranty

MODELS: 2014 Chevrolet Silverado
2014 GMC Sierra

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to reprogram the power steering control module on **certain** 2014 model year Chevrolet Silverado and GMC Sierra vehicles. The power steering control module may disable the power steering assist feature. This is most likely to occur when the vehicle is first started and when the underhood temperature is extremely low, although in very rare instances, it may occur if the underhood temperature is extremely high. This could result in increased steering effort at low vehicle speeds, the display of a Service Power Steering DIC message, and the setting of DTC C056D. Power steering assist will return on subsequent ignition cycles if the underhood temperatures are no longer in these ranges.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached

to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

No parts are required for this update.

SERVICE PROCEDURE

- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Do NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. Use **TIS2WEB on or after July 24, 2013**, to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- 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. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. 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.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

To program an existing power steering control module, perform the following procedure:

1. Install *EL-49642* SPS programming support tool.
2. Ignition ON.
3. Reprogram the Power Steering Control Module. Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.
 - 3.1 Access the Service Programming System (SPS) and follow the on-screen instructions.
 - 3.2 On the SPS Supported Controllers screen, select K 43 *Power Steering Control Module ---Programming* and follow the on-screen instructions.
4. At the end of programming, choose the "Clear All DTCs" function on the SPS screen.
5. With a scan tool, clear All DTCs.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9100105	Reprogram Power Steering Control Module	0.3

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES
DCS3013
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 24, 2013

Subject: 13240 – Service Update Bulletin
Loss of Power Steering Assist at Extreme Hot and Cold Underhood
Temperatures

Models: 2014 Chevrolet Silverado and GMC Sierra Crew Cabs

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

General Motors is announcing Service Update Bulletin 13240 today. The total number of U.S. vehicles involved is approximately 2,000. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated July 25, 2013. A list of involved vehicles in dealer inventory is attached to this message.

Service Update Bulletin (SUB) Information Link

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES