



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Loss of Power Steering Assist After Campaign 10023 or 14115 Has Been Performed

**Models:** 2005-2010 Chevrolet Cobalt

**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.

*This PI has been revised to update the Instructions. Please discard PIE0351.*

### 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 a loss of power steering assist.

### 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, complete the following before attempting any repairs:

1. Confirm that the power steering assist motor has been replaced as part of Recall bulletins 10023 or 14115.
2. Record any DTCs and DIC messages that are set.
3. Remove the power steering assist motor. Refer to *Power Steering Assist Motor Replacement* in SI.
4. Once the power steering assist motor is removed, take pictures of the front, rear and bar code located on the power steering assist motor.

**Note:** 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. **Please include Model Year and VIN number.**

5. Contact one of the engineers listed below.

### Contact Information

Engineer Name	Phone Number
Victor Bardas	586-907-5375
Mauro Pacheco	586-291-7297

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
7480208*	Engineering Information – Loss of Power Steering Assist After Campaign	0.6 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		

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