



# Service Bulletin

File in Section: -

Bulletin No.: PI0172D

Date: October, 2013

## PRELIMINARY INFORMATION

**Subject:** Power Steering System Squeak, Moan/Squawk or Metal Grind Noise when Turning Steering Wheel

**Models:** 2010-2011 Buick LaCrosse  
Vehicles Equipped with Variable Effort Power Steering (RPO NV7)  
Built Prior to April 29, 2011

This PI has been revised to update the Parts and Warranty Information sections. Please discard PI0172C.

### Condition/Concern

Some customers may comment that they hear a moaning or squawk type noise when the steering wheel is turned to the left or right. The noise may also be described as a metal grind type noise.

This condition may be caused by the steering gear.

### Recommendation/Instructions

Technicians should first inspect for any type of power steering line ground out to the body by following the steps described in PIC5235C.

Using the J-39570 Chassis Ears, verify that the noise is coming from the steering gear. If the noise is determined to be coming from the steering gear, technicians should perform the following repairs.

1. Replace the steering gear with the updated gear listed below. Refer to Steering Gear Replacement in SI for replacement instructions.
2. Replace the intermediate steering shaft with the updated shaft listed below. Refer to Intermediate Steering Shaft Replacement in SI for replacement instructions.
3. Recalibrate the variable power steering (VES) control module. Refer to Variable Power Steering Control Module Reprogramming in SI.

When using a Tech 2® or a multiple diagnostic interface (MDI) for reprogramming, ensure that it is updated with the latest software version.

During programming, the battery voltage must be maintained within the proper range of 12-15 volts. Only use the approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent during programming.

### Parts Information

Part Number	Description	Qty
23139003	Steering Gear (RPO GNA)	1
22831412	Steering Gear (RPO GNB)	1
13301907	Intermediate Steering Shaft	1

### Warranty Information

**Note:** For steering wheel angle and/or front toe adjustment times, refer to Operation E2000 and add the applicable times to regular labor hours.

For vehicles repaired under warranty, use:

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Time</b>
7480048*	Install Steering Gear and Intermediate Shaft, Reprogram Variable Power Steering Control Module	5.5 hrs
Add	For All Wheel Drive	0.8 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		