



Service Bulletin

File in Section: -

Bulletin No.: PIT5312

Date: December, 2014

PRELIMINARY INFORMATION

Subject: Steering Column Grind Pop Bind Noise And/Or Feeling When Turning

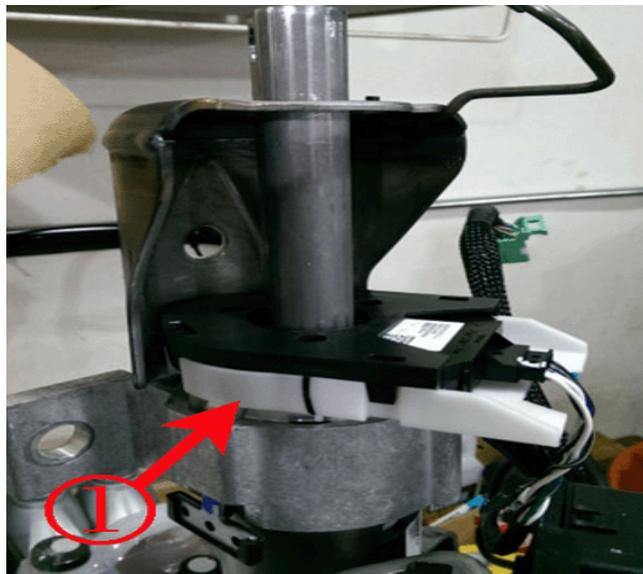
Models: 2015 Cadillac Escalade Models
2014 Chevrolet Silverado 1500
2015 Chevrolet Silverado, Suburban, Tahoe
2014 GMC Sierra 1500
2015 GMC Sierra, Yukon Models
With Tilt and Telescoping Steering Column (RPO N38 or N37)
Built Before August 12, 2014

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some owners may comment on a grind, pop or bind feeling/noise in the steering column when turning left or right. This concern could be caused by either of the following:

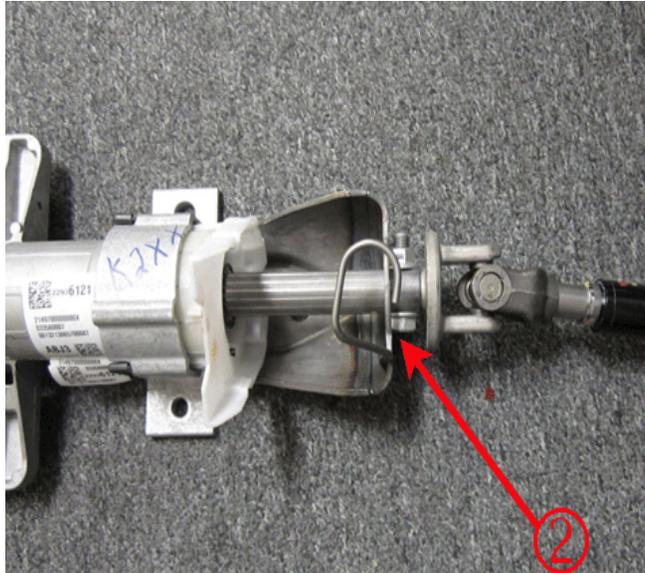
1. The lower column bearing (1) may be out of position. The 1st picture shows the lower column bearing (1) in its correct position, while the 2nd picture below shows the lower column bearing out of position.





3924680

2. The upper intermediate steering shaft to lower column shaft bolt and nut (2) may be contacting the inhibitor/shiftier cable bracket, as shown below.



3924682

Recommendation/Instructions

Note: Do Not repair the steering column for these conditions.

Replace the steering column assembly to correct either condition

Parts Information

Part Number	Usage	Description	Qty
23494789	Power Tilt and Telescoping RPO N38	Column, STRG	1
23494787	Manual Tilt and Telescoping RPO N37	Column, STRG	1

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
7441760	Steering Column Replacement	Use Published Labor Operation Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.