



Service Bulletin

PRELIMINARY INFORMATION

Subject: Engineering Information – Squeak or Rubbing Type Noise While Turning Steering Wheel

Models: 2014 Buick Verano

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 PIs.

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 squeak or rubbing type noise when turning the steering wheel.

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.

Possible Observations/Causes:

- The front of dash (FOD) inner seal may be misoriented (clocked about the steering gear input shaft axis) without the alignment fingers positioned inside the pass through hole.
- The front of dash (FOD) outer seal may be misoriented (clocked about the steering gear input shaft axis) allowing the outer seal to be pushed into the pass through hole and possibly contacting the steering gear input shaft.

Instructions

If the noise is diagnosed to originate from the steering gear front of dash (FOD) seals, either the inner seal (attached to the steering gear input shaft) or the outer seal (compressed between the steering gear and the FOD sheet metal), perform the following steps:

1. Visually inspect the inner FOD seal. Take pictures of the installed position.
2. Remove the inner FOD seal and confirm if noise is still present. Refer to the Steering Column Dash Inner Seal Replacement procedure in SI.
 - If noise is no longer present, reinstall the inner FOD seal and confirm if noise is eliminated. Take pictures of the seal in the new installed position and contact the engineer listed below to discuss your findings.
 - If noise is still present, proceed to step 3.

Tip: The inner FOD seal must be removed to properly inspect the outer FOD seal.

3. Visually inspect the outer FOD seal from inside the car, through the pass through hole. Take pictures of the installed position.
4. As best as possible, take pictures of the outer FOD seal as viewed from the engine compartment.
5. Document other relevant discoveries and contact the engineer listed below to discuss your findings.

Contact Information

Engineer Name	Phone Number
Steven Larsen	586-907-0270
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
7480118*	Engineering Information — Steering Gear Inner Front of Dash Seal Inspection (steps 1 and 2)	0.6 hr
Add	To Inspect Outer Front of Dash Seal (steps 3 and 4)	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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