



Service Bulletin

PRELIMINARY INFORMATION

Subject: Upper Steering Column Pop Click Tick Snap Itch Noise While Turning The Steering Wheel

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2017	2017	SOP	END	ALL	ALL
Chevrolet	Suburban, Tahoe	2017	2017	SOP	END	ALL	ALL
GMC	Yukon Models	2017	2017	SOP	END	ALL	ALL

Involved Region or Country	US Dealers Only
Additional RPO/s:	With Power Tilt and Telescoping Steering Column (RPO N38)
Condition	Some owners may comment on a pop, click, tick, snap, or itch type noise in the steering column when turning left or right during low speeds or parking lot maneuvers. Upon investigation, this concern may be similar to steering wheel to column trim contact, or similar to the noise produced by a SIR coil with a damaged internal tape.
Cause	Unknown

Correction

Inspect/check the following areas for the source of the noise:

- Upper and lower intermediate steering shafts for proper connection and fastener torque, example Doc ID 3637279 and 3637276.
- Steering column mounting bolts and nuts for proper connection and fastener torque.
- Steering column seal, example Doc ID 3273249.
- Steering column shroud, example 3630903.
- Turn signal switch
- Steering wheel
- SIR coil

If the root cause of the noise has not been found after performing the checks listed above, do not disassemble the column any further and replace the steering column assembly. Engineering will be requesting the old column back for review.

Parts Information

Please reference the EPC (Electronic Parts Catalog) to identify the correct steering column P/N associated with the vehicle model being serviced.

Warranty Information

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

Version	1
Modified	

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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