



# Service Bulletin

Bulletin No.: 10-02-32-001B

Date: June, 2019

## TECHNICAL

**Subject:** Clunk or Knock Noise When Turning (Replace Steering Gear Bushing)

**Models:** 2008–2017 Buick Enclave  
2009–2017 Chevrolet Traverse  
2007–2017 GMC Acadia Limited  
2007–2010 Saturn OUTLOOK

This bulletin is being revised to add 2011-2017 model years and update the Labor Operation number. Please discard Corporate Bulletin Number 10-02-32-001A.

### Condition

Some customers may comment on a clunk or knock noise when turning.

### Cause

This condition may be caused by movement in a bushing on the rack and pinion.

### Correction

1. Remove the steering gear from the vehicle. Refer to Steering Gear Replacement in SI.
2. Measure and record the distance from the casting face (cradle side) to the end of the bushing inner sleeve.
3. Repeat step 2 for the second mount location.

4. Remove the bushings from the gear using a hydraulic press.
5. Install two updated bushings, which have revised mount material, to the distance recorded in step 2 and 3.
6. Reinstall the steering gear. Refer to Steering Gear Replacement in SI.

### Parts Information

Causal Part	Description	Part Number	Qty
X	Bushing-Strg Gear	20908399	2

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
7421730	Steering Gear Bushing Replacement	Use the Published Labor Operations Time

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.



WE SUPPORT VOLUNTARY  
TECHNICIAN  
CERTIFICATION