



# Service Bulletin

Bulletin No.: 18-NA-239

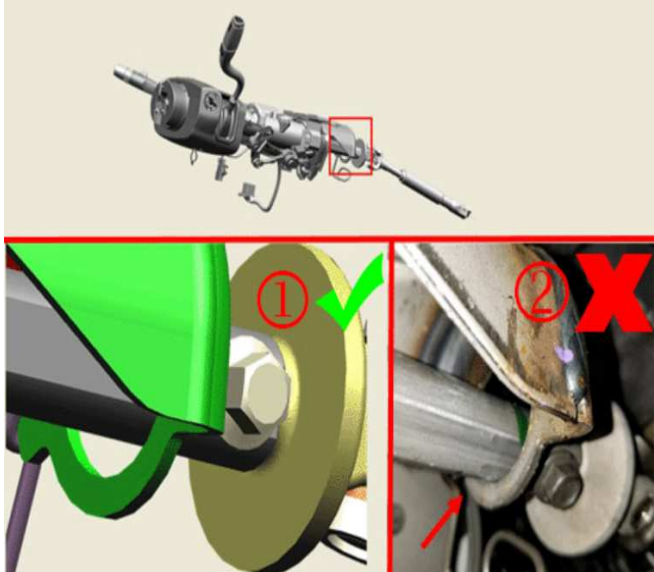
Date: February, 2020

## TECHNICAL

**Subject: Squeak, Rubbing and/or Grinding Type Noise Heard From Steering Wheel When Turning**

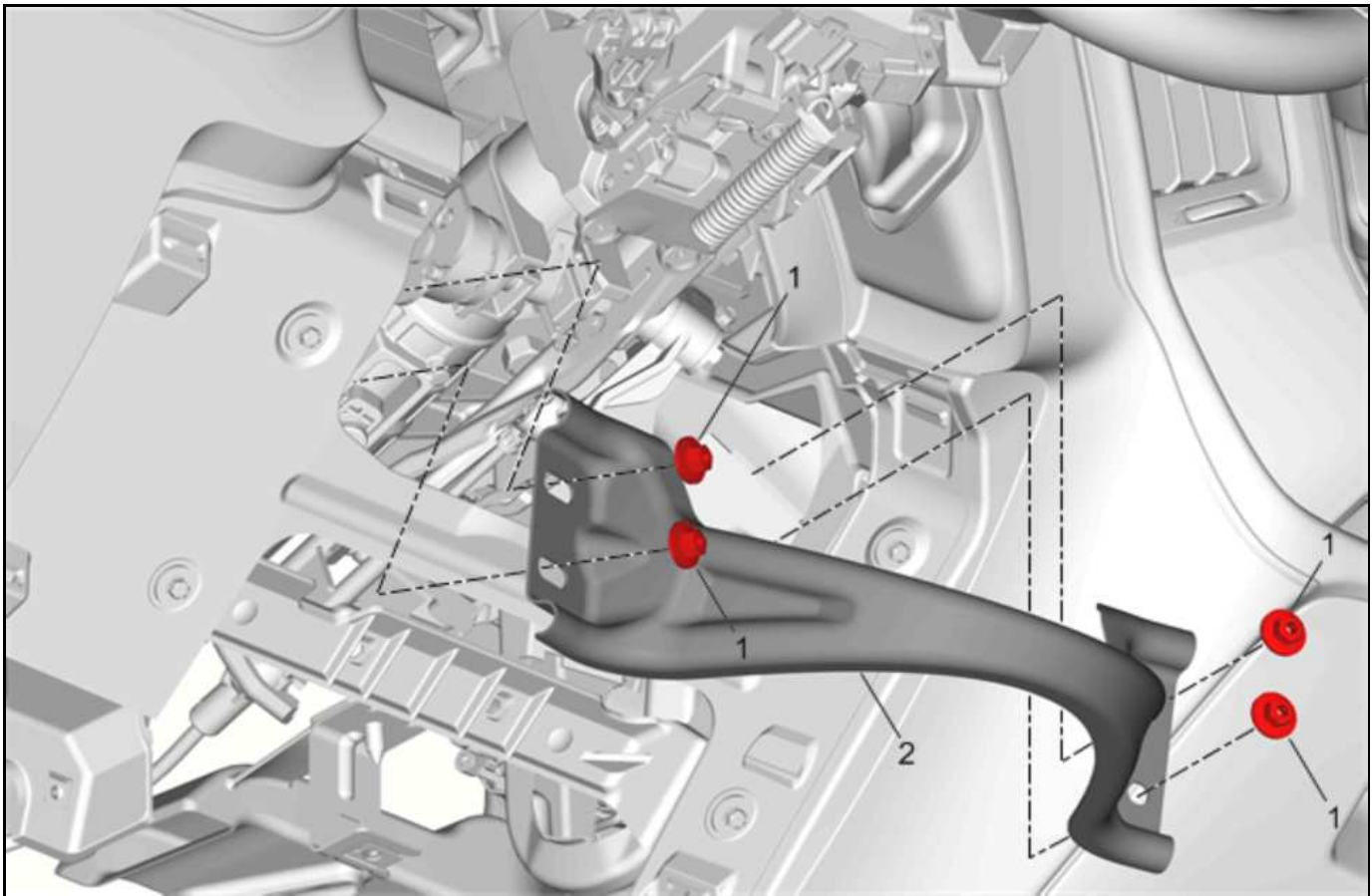
Brand:	Model:	Model Year:		Breakpoint		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2018	2019	-	-	-	-
Chevrolet	Silverado	2018	2018				
	Silverado LD	2019	2019				
	Suburban	2018	2019				
	Tahoe	2018	2019				
GMC	Sierra	2018	2018				
	Sierra Limited	2019	2019				
	Yukon Models	2018	2019				

<b>Involved Region or Country</b>	North America and NA Export vehicles
<b>Additional Information</b>	Equipped with STEERING COLUMN-TILT TYPE (RPO N33)
<b>Condition</b>	Some customers may comment on a squeak, rubbing and/or grinding type noise heard from the steering wheel when turning.
<b>Cause</b>	This condition may be caused when the steering wheel is turned and the steering shaft is rubbing on the instrument panel (IP) support.

<p>Correction</p>	 <p>5107122</p> <p>Shown in the illustration above is an example of a good part making no contact with the bracket (1), and a example of a bad part making contact (2).</p> <p>Inspect the steering column for coming in contact with the bracket to verify that the noise is the result of rubbing between the steering column and the bracket. Install washers on the upper column mounting bracket locations following the procedure below.</p> <p><b>Important: DO NOT</b> replace the steering column for this condition.</p>
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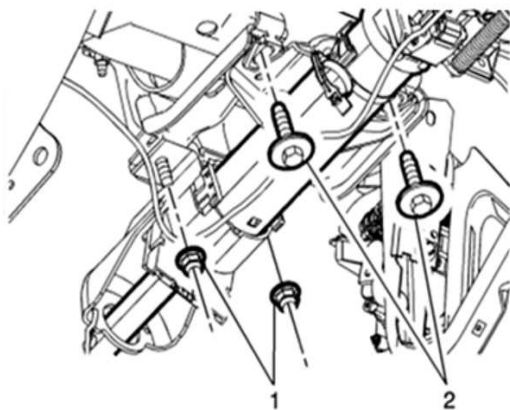
## Service Procedure

1. Disable the supplemental inflatable restraint (SIR) system. Refer to SIR Disabling and Enabling in SI.
2. Remove the driver's side IP side panel. Refer to Instrument Panel Outer Trim Cover Replacement in SI.
3. Remove the park brake release handle. Refer to Parking Brake Release Handle Assembly Replacement in SI.
4. Remove the instrument panel knee bolster. Refer to Instrument Panel Knee Bolster Replacement in SI.
5. Remove the floor front air outlet duct - Left Side. Refer to Floor Front Air Outlet Duct Replacement - Left Side



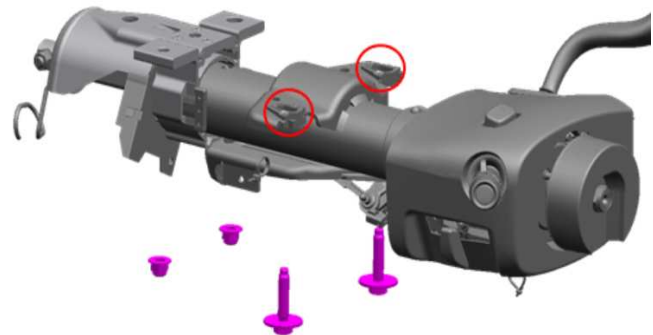
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6. Remove the instrument panel knee bolster deflector nuts (1) and deflector (2).



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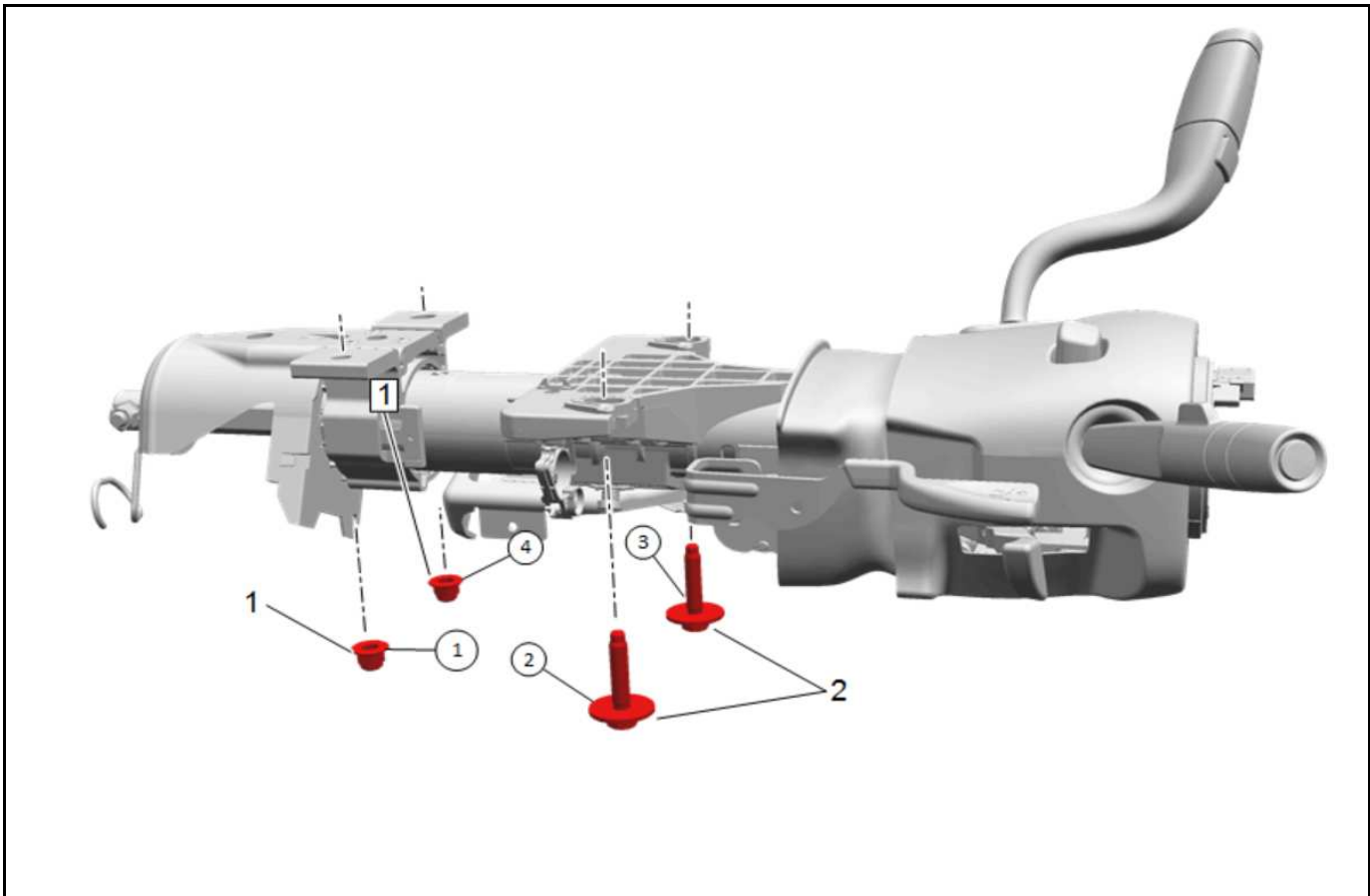
7. Lower the steering column by removing the steering column nuts (1) and bolts (2).



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8. Install washers on the upper column mounting bracket, as shown in the illustration above.

**Tip:** An adhesive such as Kent strip caulk P10310, or equivalent, can be used to hold the shims in place during installation of the steering column.



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9. Tighten the steering column nuts (1) and bolts (2).

**Tighten**

Tighten in sequence [2x] 27 N.m (20 lb ft)

**Parts Information**

Causal Part	Description	Part Number	Qty
X	WASHER, FLAT, M10X22X3,22MM OD,10MM ID, HARDENED	11610233	2

**Warranty Information**

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
7481928*	Installing Washers on the Upper Column Mounting Bracket	0.8 hr

\*This is a unique Labor Operation for Bulletin use only.

Version	3
Modified	Released August 07, 2018 Revised August 20, 2018 – Updated illustration for step 8. Revised February 12, 2020 – Updated the Correction Section.

