



# Service Bulletin

Bulletin No.: 16-NA-318

Date: April, 2020

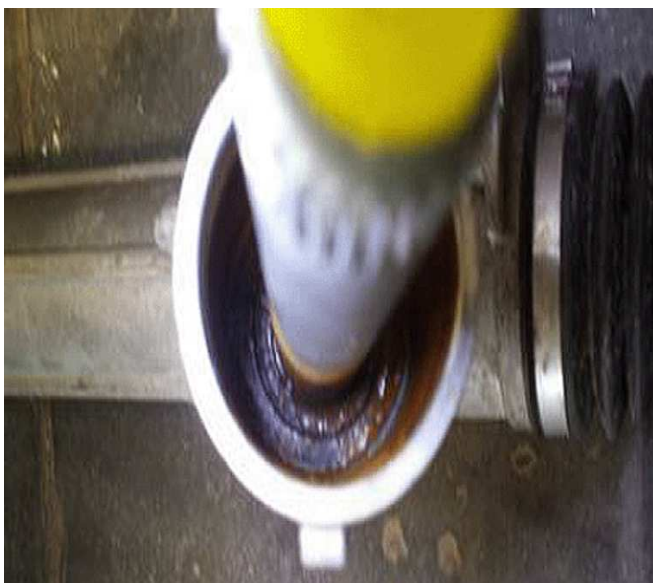
## TECHNICAL

**Subject: Hard to Steer in Colder Temperatures and/or Knocking/Clicking Noise Heard**

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore (K: 1st Position of VIN)	2013	2019	SOP	March 12, 2018	All	All
Chevrolet	Trax (K: 1st Position of VIN)				July 13, 2019		
	Trax (3: 1st Position of VIN)		2020				

<b>Involved Region or Country</b>	North America, South America
<b>Condition</b>	Some customers may comment on a hard steer during colder temperatures and/or knocking/clicking noise heard.
<b>Cause</b>	This condition may be due to water intrusion in the steering gear input shaft freezing and/or causing corrosion.
<b>Additional Options</b>	Equipped with Steering-Power, Non-Variable Ratio, Electric (RPO NJ1)

### Correction



4355408



4355420

Check for water intrusion and corrosion at the power steering gear pinion housing. A small amount of rust spots are normal such as one or two small red rust spots.

If water intrusion and/or more than 1 or 2 rust spots is detected, replace both the intermediate steering shaft boots (seals) and the steering gear.

## Service Procedure

Inspect the intermediate shaft and make sure the joint is not coming in contact with the steering rack boot (seal). If needed, adjust the boot (seal) with the proper clearance between the shaft and boot. Refer to *Intermediate Steering Shaft Upper Seal and Steering Gear Replacement (NJ1 With MNH or MNK)* in SI.

## Parts Information

Description	Part Number	Qty
GEAR ASM-R/ PINION STRG	Refer to the electronic parts catalog (EPC) for obtaining the correct P/N	
<b>Note:</b> Replace any one time use fasteners and bolts.	1	
BOOT ASM-INTER STRG SHF	42441277 (2013-2017)	1
BOOT ASM-INTER STRG SHF INR	42441278 (2013-2018)	1
BOOT, INTER STRG SHF	42620007 (K: 1st Position of VIN) (2018)	1
BOOT, INTER STRG SHF	42620008 (3: 1st Position of VIN) (2018)	1

## 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
7480198*	Replacing Both Inner and Outer Intermediate Steering Shaft Boots and Steering Gear	2.0 hrs
Add	Steering Wheel Angle and/or Front Toe Adjustment	0.7 hr
*This is a unique Labor Operation for Bulletin use only.		

<b>Version</b>	6
<b>Modified</b>	Released September 22, 2016 Revised January 8, 2018 – Updated the Parts Information. Revised January 24, 2018 – Added the 2017 Model Year. Revised February 2, 2018 – Updated the Parts and Warranty Information. Revised April 10, 2019 – Added the 2018 Model Year and updated the date breakpoint and the Parts Information. Revised March 27, 2020 – to add 2019 and 2020 Model Years and update the Breakpoint for Trax (3: 1st Position of VIN).

