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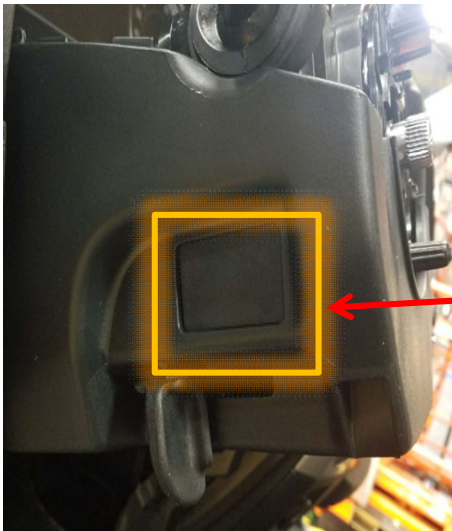
Case Number: S2323000079

Release Date: October 2023

Symptom/Vehicle Issue: Scraping sound from steering column

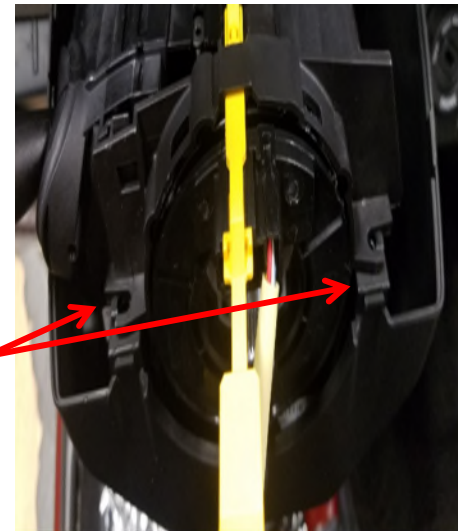
Diagnosis: Rubbing noise is heard while turning the steering wheel, from the upper steering column shroud area.

Repair Procedure: Inspect the column shroud near the SCCM (steering column control module) for contact. If found, remove the upper and lower column shrouds, and reset using the following procedure:



Install the Lower Shroud First.

- Insert the Lower Shroud through the steering column tilt lever Making sure the adjustable pedal switch seats flush with the shroud, And the Lower shroud indexing tabs are fully seated in the clock spring Indexing groove.
- You should see that the adjustable pedal switch is fully seated to the shroud and the lower shroud indexing tabs are fully seated to the clock spring indexing groove.
- You should feel lower shroud click into place and that the adjustable pedal switch seats flush with the shroud.



This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

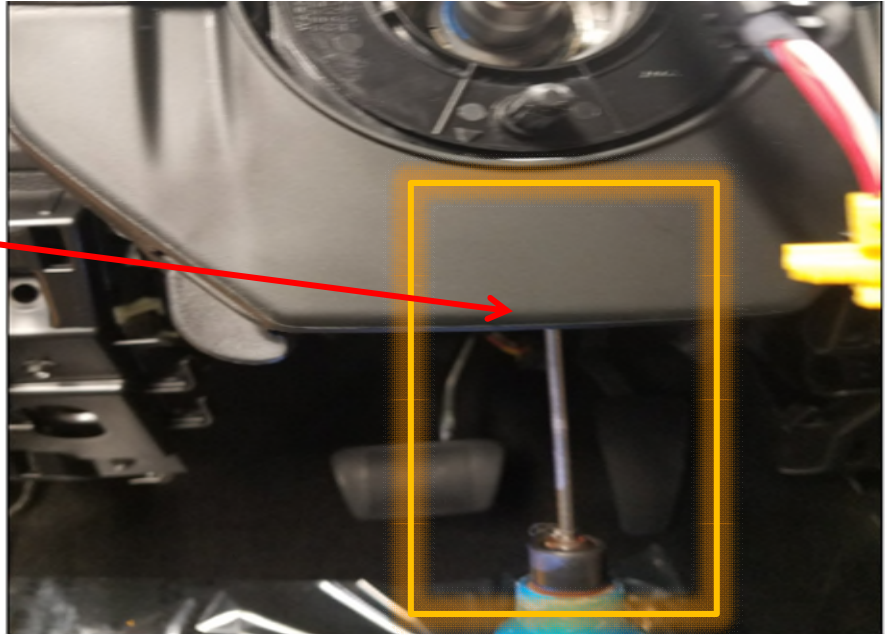
Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



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Using a T20 Driver, secure the lower shroud.



Installing the Upper Shroud

- Install the upper shroud. Starting on the left rear side of the shroud seat the 4 clips working your way from back to front making sure the upper and lower shroud is flush and that the clock spring wires are not trapped in the shroud. Repeat this process on the right side starting at the back and working your way to the front.
- You should see that all clips are fully seated with less than a 1mm gap at the front of the shroud
- At each of the 8 clips you should feel the shroud snap into place and that the upper and lower shroud are flush to each other.

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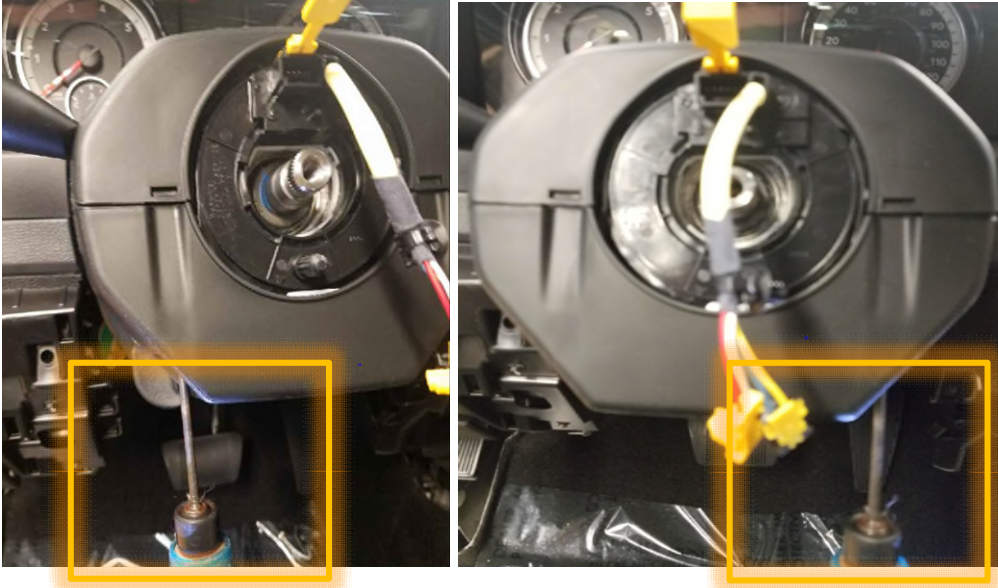
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Secure the upper shroud to the lower shroud with a T20 driver



To ensure the upper column shroud is centered correctly; it is crucial the lower column is installed first and properly seated.

Verify the noise is corrected.

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