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Case Number: S2523000039

Release Date: May 2025

Symptom/Vehicle Issue: Steering Column Difficult To Adjust Up Or Down.

Customer Complaint/Technician Observation: Steering column binding or difficult to move during up down adjustment. Requires excessive effort.

Discussion: If the steering column requires excessive effort to adjust up and down, review and perform the below procedure.

1. Loosen the 4 nuts of the column assembly.
2. Tighten the 4 nuts following the sequence (Fig 1): 1-rearward passenger side, 2-forward passenger sider, 3-rearward outer side, 4-forward. Torque mounting nut 27 Nm.



Fig 1.

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3. If previous steps resolved the binding adjustment, go to step 6. If they did not work, remove the column and re-align the mounting brackets following these steps:

A. Place the column on a flat fixture or 2 flat bars and unlock the lever. Note: Make sure that the fixture or the flat bars are clean. Ensure that the lower bracket bridge material (bracket extrusion) is not contacting fixture.



Fig 2. Flat surfaces: a) two identical bars, b) fixture

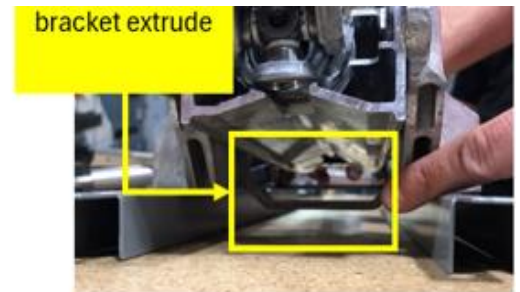


Fig 3. lower bracket bridge material

B. Push the rake bracket against the Fixture/Bars and verify the front and rear brackets are aligned.

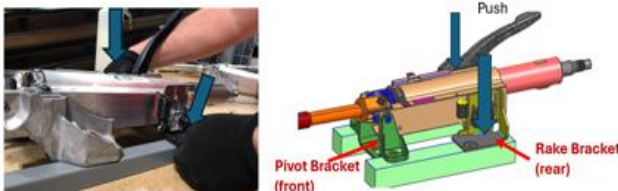


Fig 4. procedure to align the brackets

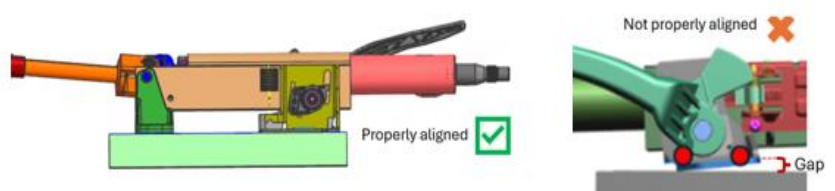


Fig 5. Criteria

C. Lock the lever.

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4. Reinstall the steering column. Torque mounting nut 27 Nm. Follow the same sequence as in Step 2. Refer to Service Library 19 - Steering / Column / Removal and Installation for more information.
5. If none of the previous actions work, replace the column.
6. End of procedure. Return vehicle to the customer.

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