



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Noise From Front End While Steering Or Turning The Steering Wheel.

Customer Complaint/Technician Observation: Creaking noise from front end chassis area while turning the steering wheel.

Discussion: Parts analysis on returned electric power steering (EPS) units have shown no failures with a creaking noise complaint. This would indicate the customer complaint was not resolved leading to a shop comeback, affecting fixed first visit scores, and customer satisfaction. It is suggested to inspect all suspension and steering components. Look for worn bushings, joints, and failed/damaged parts by carefully prying on the components looking for excessive movement. Duplicate the noise on a drive on hoist if possible, to allow close inspection with the noise occurring. Use chassis ears to aid in diagnosis by placing the ears on many components across the front chassis. Use the ears to narrow down first the side the noise is coming from and then narrow down the region/area, and then to the component level. This may take several drive tests to complete.

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.