



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Steering Column Grind Pop Bind Noise And/Or Feeling When Turning

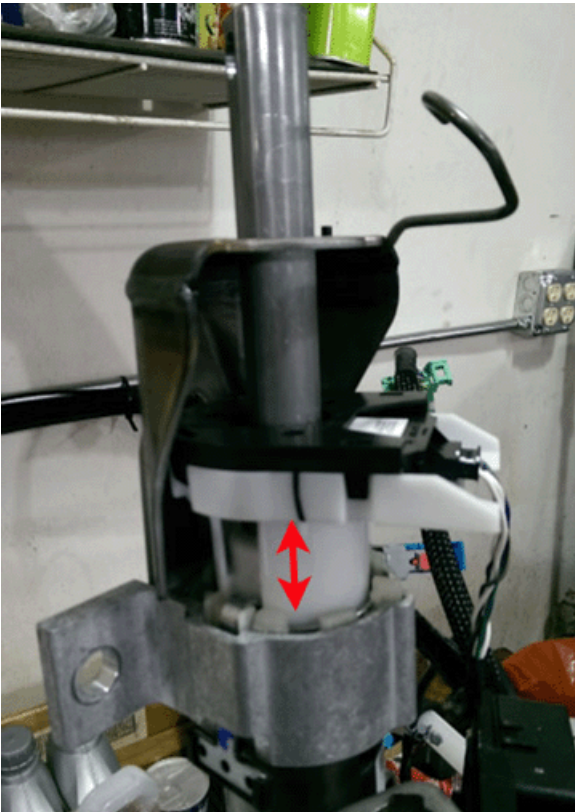
**Models:** 2015 Cadillac Escalade Models  
2014 Chevrolet Silverado 1500  
2015 Chevrolet Silverado, Suburban, Tahoe  
2014 GMC Sierra 1500  
2015 GMC Sierra, Yukon Models  
With Tilt and Telescoping Steering Column (RPO N38 or N37)  
Built Before August 12, 2014

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

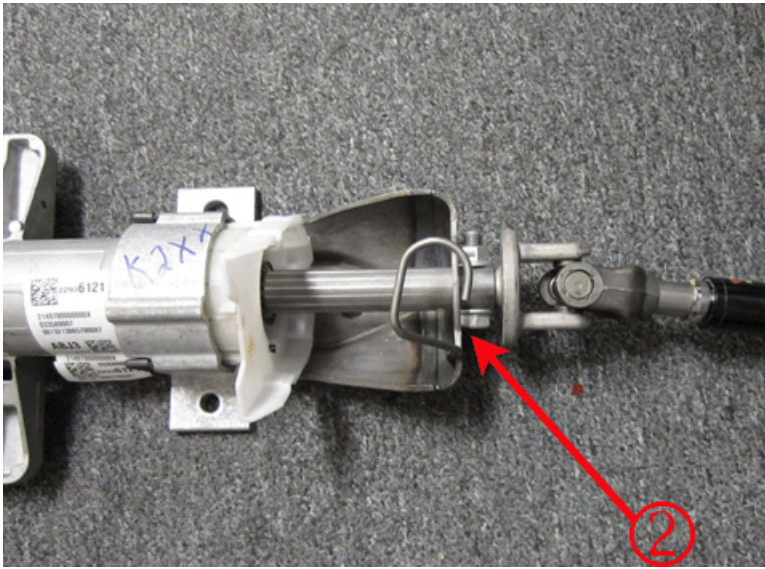
### Condition/Concern

Some owners may comment on a grind, pop or bind feeling/noise in the steering column when turning left or right. This concern could be caused by either of the following:

1. The lower column bearing (1) may be out of position. The 1st picture shows the lower column bearing (1) in its correct position, while the 2nd picture below shows the lower column bearing out of position.



2. The upper intermediate steering shaft to lower column shaft bolt and nut (2) may be contacting the inhibitor/shifter cable bracket, as shown below.



## Recommendation/Instructions

**Note:** Do Not repair the steering column for these conditions.

Replace the steering column assembly to correct either condition

## Parts Information

Part Number	Usage	Description	Qty
23494789	Power Tilt and Telescoping RPO N38	Column, STRG	1
23494787	Manual Tilt and Telescoping RPO N37	Column, STRG	1

## Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
7441760	Steering Column Replacement	Use Published Labor Operation Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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