



Service Bulletin

PRELIMINARY INFORMATION

Subject: Upper Steering Column Pop Click Tick Snap Itch Noise While Turning The Steering Wheel

Models: 2015 Cadillac Escalade Models
2015 Chevrolet Suburban, Tahoe
2015 GMC Yukon Models
With Power Tilt and Telescoping Steering Column (RPO N38)

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 pop, click, tick, snap, or itch type noise in the steering column when turning left or right during low speeds or parking maneuvers. Upon investigation, this concern may be similar to steering wheel to column trim contact, or similar to noise produced by a SIR coil with a damaged internal tape.

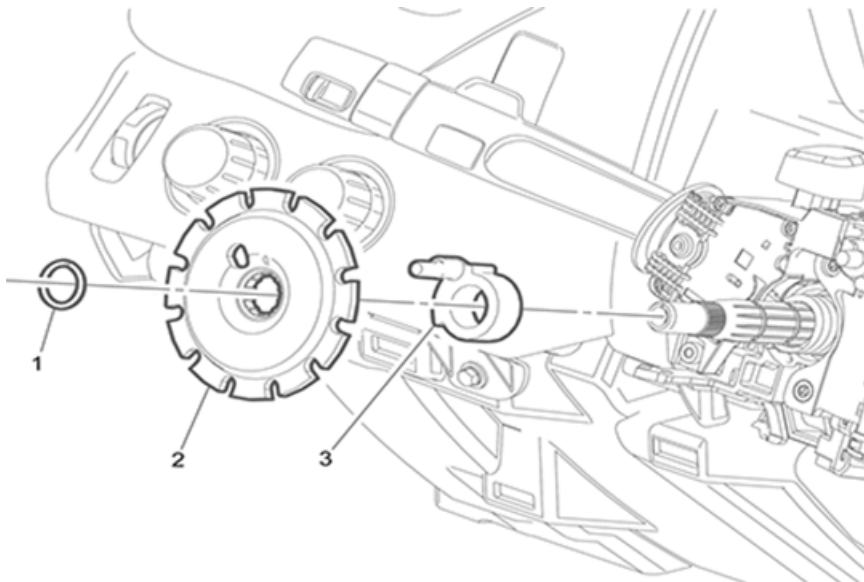
This noise could be caused by the upper column bearing race being slightly out of alignment.

Recommendation/Instructions

Note: Do NOT replace the steering column for this concern.

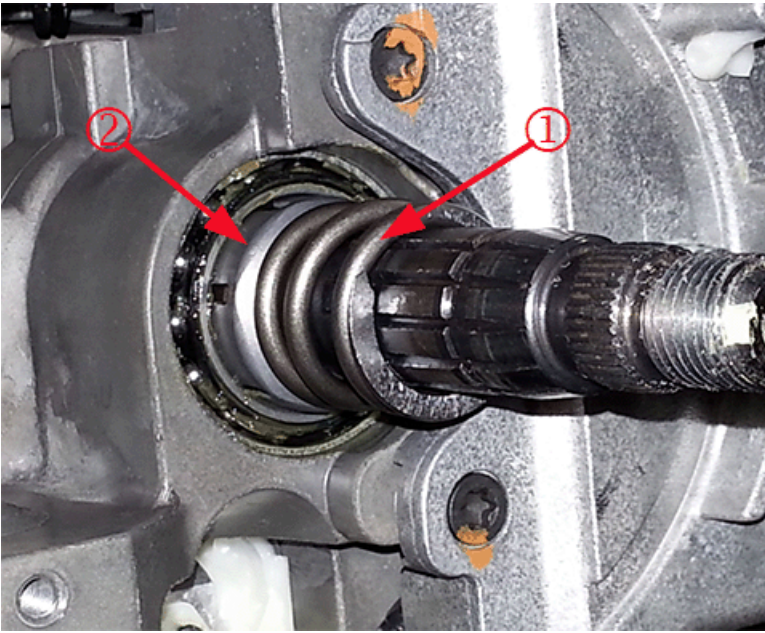
Important: To correct this condition, repair the steering column assembly by replacing the column upper bearing inner race, spring, and seat as instructed in the following. Below are the highlighted steps for the repair, but please refer to SI "Turn Signal Switch Cancel Cam Replacement" for the complete procedure and torque specifications.

1. Remove the steering column upper bearing inner race, spring seat, and spring from the column:

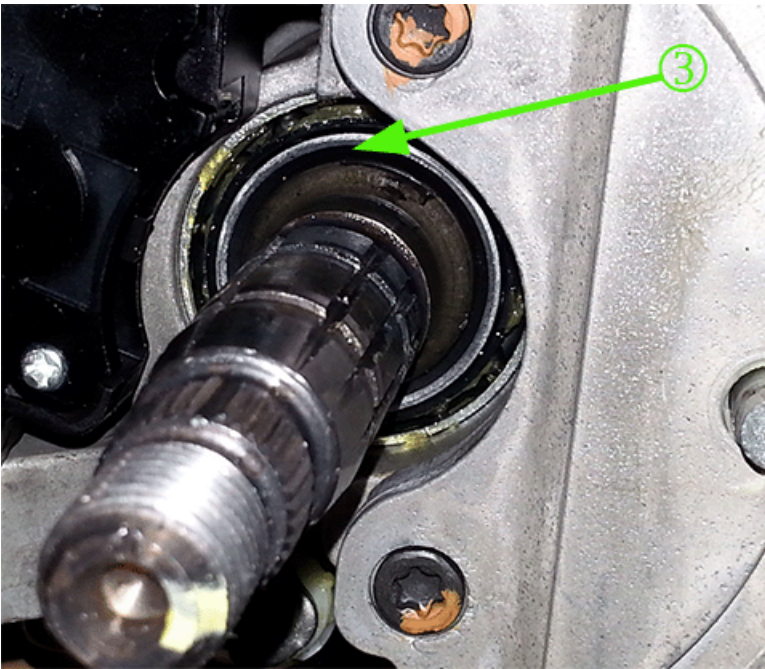


1.1 Remove the steering wheel from the column.

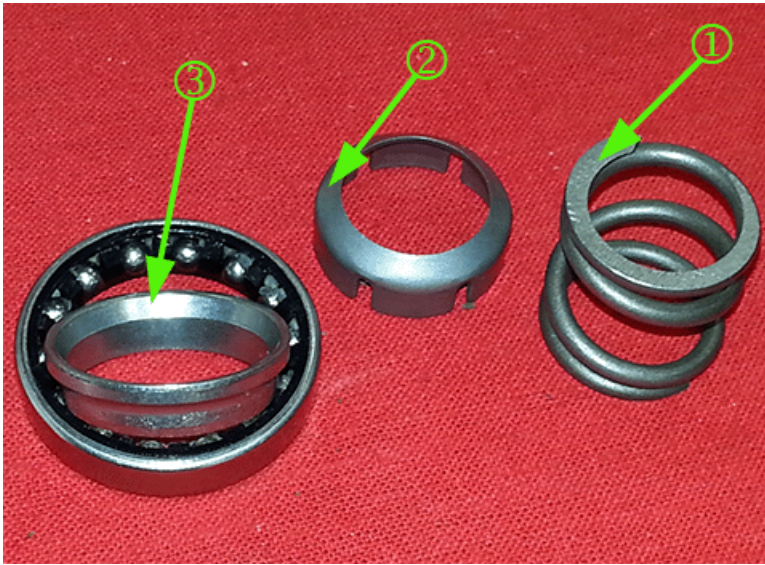
1.2 Remove the steering column lock plate ring (1), lock plate (2) and cancel cam (3) from the column.



1.3 Remove the steering column upper bearing spring (1) and spring seat (2) from the column.



1.4 Using a magnet, remove the upper bearing inner race (3) from the column. Do NOT remove the upper bearing.



Note: Do Not add any additional grease to the upper bearing inner race, spring seat, or spring.

2. Install the new steering column upper bearing inner race (3), spring seat (2), and spring (1) to the column:

2.1 Install the new upper bearing inner race (3). The new inner race comes with a new upper bearing, discard the new bearing as it will not be used.

Note: Do NOT remove the upper bearing.

2.2 Install the steering column upper bearing race spring seat (2) and spring (1) to the column.

2.3 Install the steering column lock plate ring, lock plate, and cancel cam to the column.

2.4 Install the steering wheel to the column.

3. Verify that the noise is eliminated.

Parts Information

| Part Number | Description | QTY |
|-------------|-----------------------------------|-----|
| 26055299 | Spring,Strg Shf Upr Brg | 1 |
| 15231641 | Seat,Strg Shf Upr Brg Race | 1 |
| 26001827 | Bearing Kit,Strg Shf Upr (w/Race) | 1 |

Warranty Information

For vehicles repaired under warranty use:

| Labor Operation | Description | Labor Time |
|--|---|------------|
| 7480168* | Steering Shaft Upper Bearing Inner Race, Seat, and Spring Replacement | 0.9 hr |
| * This is a unique labor operation for bulletin use only. This number will not be published in the Labor Time Guide. | | |

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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