

#PIT5452B: Upper Steering Column Or Steering Wheel Pop Click Tick Snap Itch Noise While Turning The Steering Wheel - (Aug 21, 2017)

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



Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2015-2017		All	All	All	All
Chevrolet	Suburban	2015-2017		All	All	All	All
Chevrolet	Tahoe	2015-2017		All	All	All	All
GMC	Yukon	2015-2017		All	All	All	All

Supersession Statement:

This PI was superseded to add 2017 Models and update repair information. Please discard PIT5452A.

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

Condition / Concern

Condition-1: Some owners may comment on a click type noise when turning during low speeds or parking lot maneuvers. This noise might only occur while turning the wheel in one direction.

Condition-2 (With Power Tilt and Telescoping Steering Column, RPO N38 Only): 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 lot maneuvers.

Upon investigation, this concern may be similar to steering wheel to column trim contact, or similar to the noise produced by a SIR coil with a damaged internal tape.

Cause-1: This noise may be caused by mis-routed airbag module wiring coming in contact with the vibration damper plate in the steering wheel, causing the plate to contact the side of the steering wheel while turning.

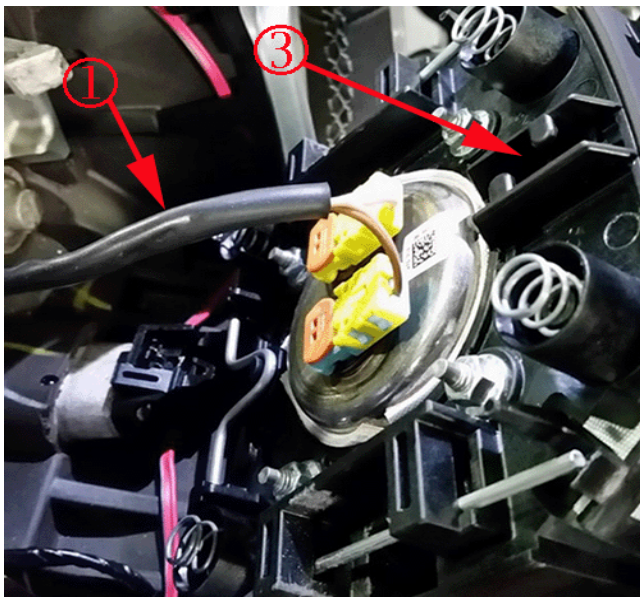
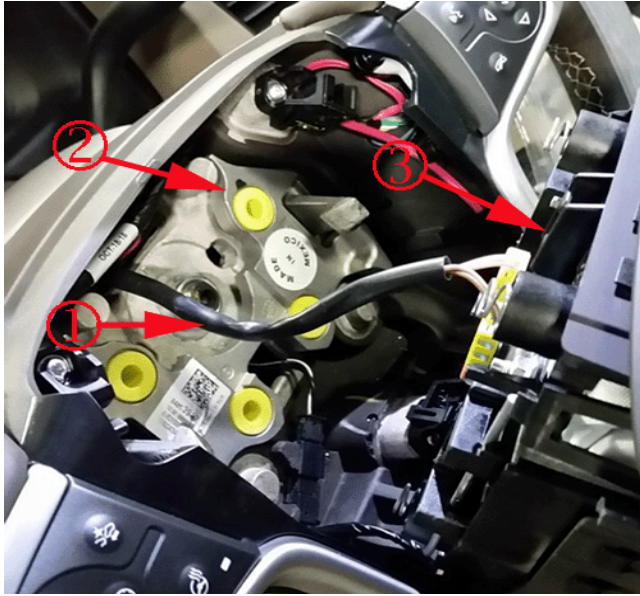
Cause-2 (RPO N38 Only): This noise could be caused by the upper column bearing race being slightly out of alignment.

Recommendation / Instructions

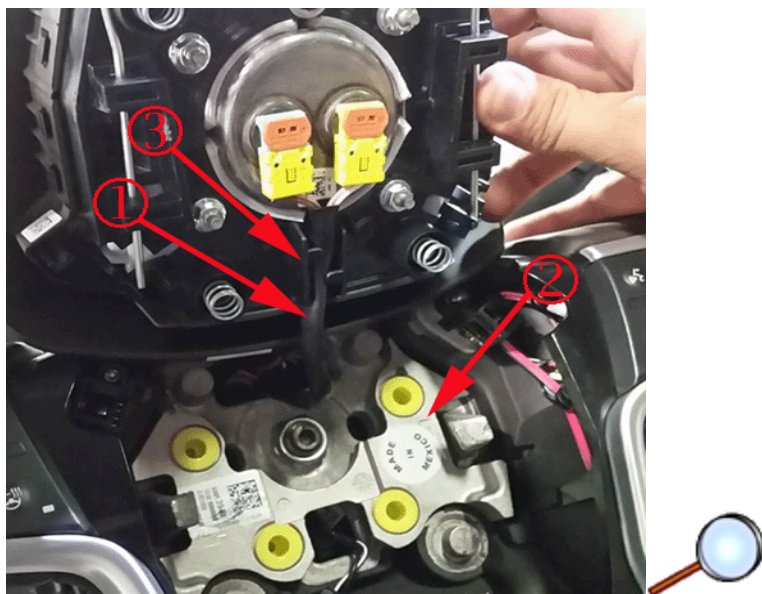
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Condition-1 Correction:

(Chevrolet / GMC design shown, Cadillac similar)



It has been found that if the steering wheel to airbag wiring harness (1) is Not routed within the wiring channel (3) molded into the back of the airbag module, the harness could contact the damper plate (2) within the steering wheel, and cause the damper plate to contact the side of the steering wheel during turns.



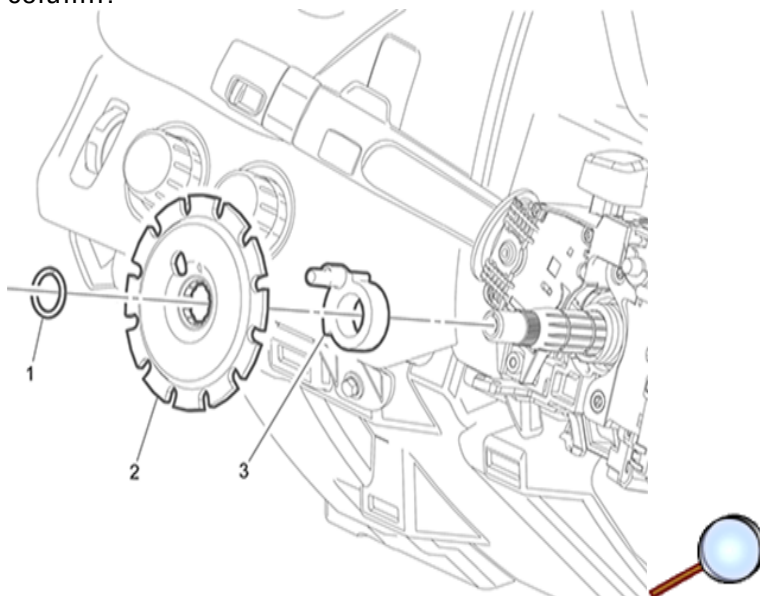
1. Release the steering wheel airbag retainers from the steering wheel. Refer to Steering Wheel Airbag Replacement.
2. Tilt the steering wheel airbag upward; do Not disconnect the electrical connectors from the airbag.
3. Inspect whether the airbag wiring (1) is routed in the channel (3) molded into the back of the airbag.
4. Seat the wiring harness (1) into the wiring channel (3) molded into the back of the airbag module. This will keep the harness from contacting the damper plate (2).

Condition 2-Correction (RPO N38 Only):

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

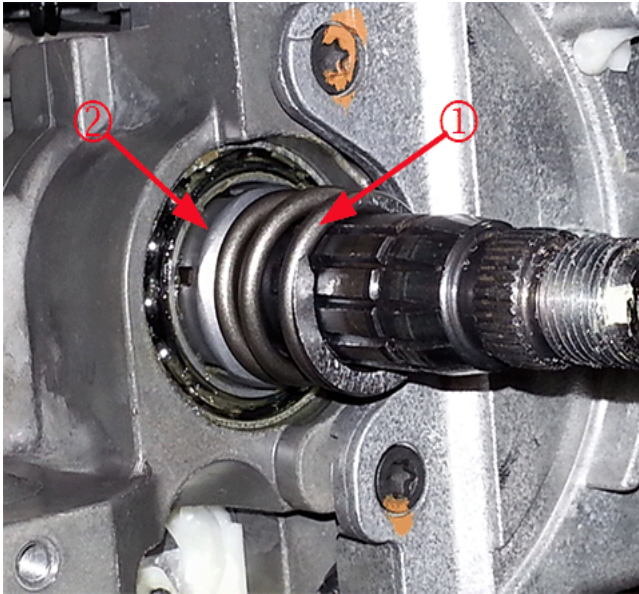
Important: To correct this condition, repair the steering column assembly by replacing the column upper bearing inner race, spring, and seat as instructed in the following. Below are the highlighted steps for the repair, but please refer to SI "Turn Signal Switch Cancel Cam Replacement" for the complete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

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

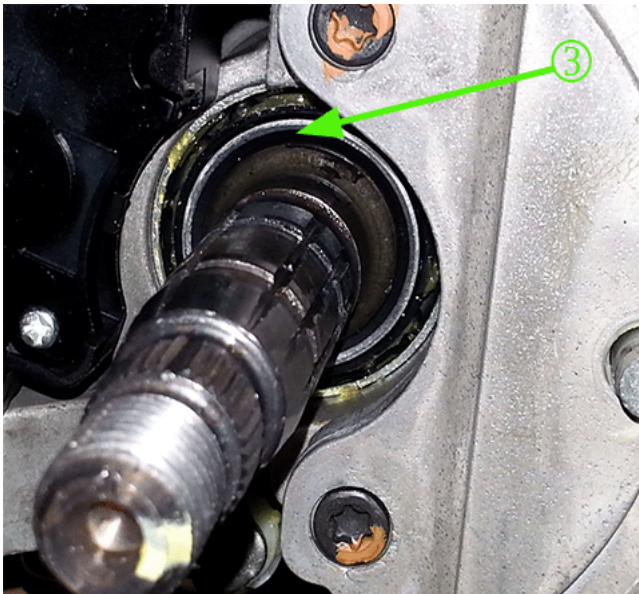


1.1 Remove the steering wheel from the column.

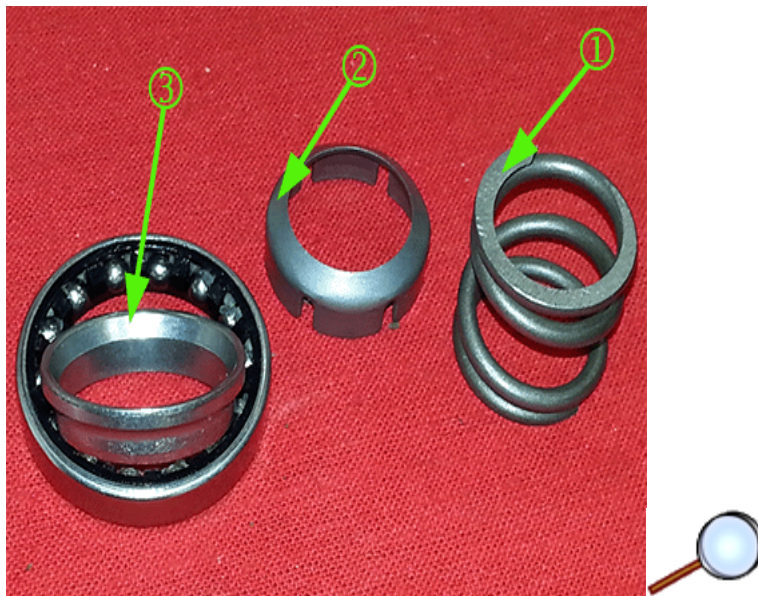
1.2 Remove the steering column lock plate ring (1), lock plate (2) and cancel cam (3) from the column.



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.

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.

Parts Information

Note: NOTE: Parts Information shown is for Condition-2 (RPO N38 Only.)

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

excel sheet

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
6450370	Airbag Steering Wheel Module Replacement (Condition-1 Correction)	Use Published Time
7480168*	Steering Shaft Upper Bearing Inner Race, Seat, and Spring Replacement (Condition-2 Correction)	0.9 hr
	* This is a unique labor operation for bulletin use only. This will not be published in the Labor Time Guide.	

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Additional SI Keywords

PIT5541

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