File In Section: Service Bulletin
Bulletin No.: PI0029B
Date: June, 2010

# PRELIMINARY INFORMATION

**Subject:** Squeak, Moan or Rub Type Noise When Turning Steering Wheel at Slow Speeds

**Models:** 2008–2010 Buick Enclave
2009–2010 Chevrolet Traverse
2008–2010 GMC Acadia
2008–2010 Saturn OUTLOOK

**Attention: This PI also applies to any of the above models that may also be export vehicles.**

**This PI is being revised to provide the field fix. Please discard PI0029A.**

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

## Condition/Concern

Some customers may comment on a squeak, moan or rub type noise heard from the steering column area when turning the steering wheel at slow speeds.

The cause of this noise may be due to insufficient grease in the pinion shaft seal. The pinion shaft seal to pinion shaft interface and lack of lubrication may generate a noise. This noise originates in the gear but may sound like it is coming from the steering column area. The noise may not be evident immediately after sitting and the power steering may need to be operated briefly before the noise will occur.

## Recommendation/Instructions

A new steering gear assembly has been released to correct this condition. Replace the steering gear assembly using the published replacement procedures in SI.

## Parts Information

| Part Number | Description |
|---|---|
| 20964165 (with RPO NV7) | Gear Assembly, Power Steering |
| 20964166 (without RPO NV7) | Gear Assembly, Power Steering |

## Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description | Labor Time |
|---|---|---|
| E9740 | Gear Assembly, Power Steering – Replace | Use Published Labor Operation Time |

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