

2020 Chevy Truck Silverado 1500 4WD L6-3.0L DSL Turbo
 Vehicle > Steering and Suspension > Steering > Technical Service Bulletins

ENGINEERING INFORMATION - RUBBING TYPE NOISE HEARD WHILE TURNING THE STEERING WHEEL

xTooltipElement

#PIE0648: Engineering Information - Rubbing Type Noise Heard While Turning the Steering Wheel - (Jun 24, 2021)

Subject: Engineering Information - Rubbing Type Noise Heard While Turning the Steering Wheel

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500	2020	2021	-	-	-	-
GMC	Sierra 1500						

Involved Region or Country	North America
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on a rubbing type noise heard while turning the steering wheel.</p>
	<p>GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles</p>

Cause	PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.
--------------	--

Correction

If you encounter a vehicle with the above concern, verify for rubbing noise between the front of dash (FOD) seal and the I-shaft and call one of the engineers listed below **BEFORE** making any repairs.

Contact Information

Engineer Name	Phone Number
Marcos Kitamura	(586) 205-0849
Todd Allen	(586) 907-3857

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

© 2021 General Motors. All rights reserved. If the concern is not resolved within one hour, proceed with diagnosis and repair based on information found in SI.