



Preliminary Information

PIP5570A Tick Noise Inside Vehicle While Driving

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade	2017 - 2019	All	All	6.2 L86	All
Chevrolet	Silverado	2017 - 2018	All	All	4.3 LV3, 5.3 L83, 6.2 L86	All
Chevrolet	Silverado LD	2019	All	All	4.3 LV3, 5.3 L83, 6.2 L86	All
Chevrolet	Suburban	2017 - 2019	All	All	5.3 L83, 6.2 L86	All
Chevrolet	Tahoe	2017 - 2019	All	All	5.3 L83, 6.2 L86	All
GMC	Sierra	2017 - 2018	All	All	4.3 LV3, 5.3 L83, 6.2 L86	All
GMC	Sierra Limited	2019	All	All	4.3 LV3, 5.3 L83, 6.2 L86	All
GMC	Yukon	2017 - 2019	All	All	5.3 L83, 6.2 L86	All

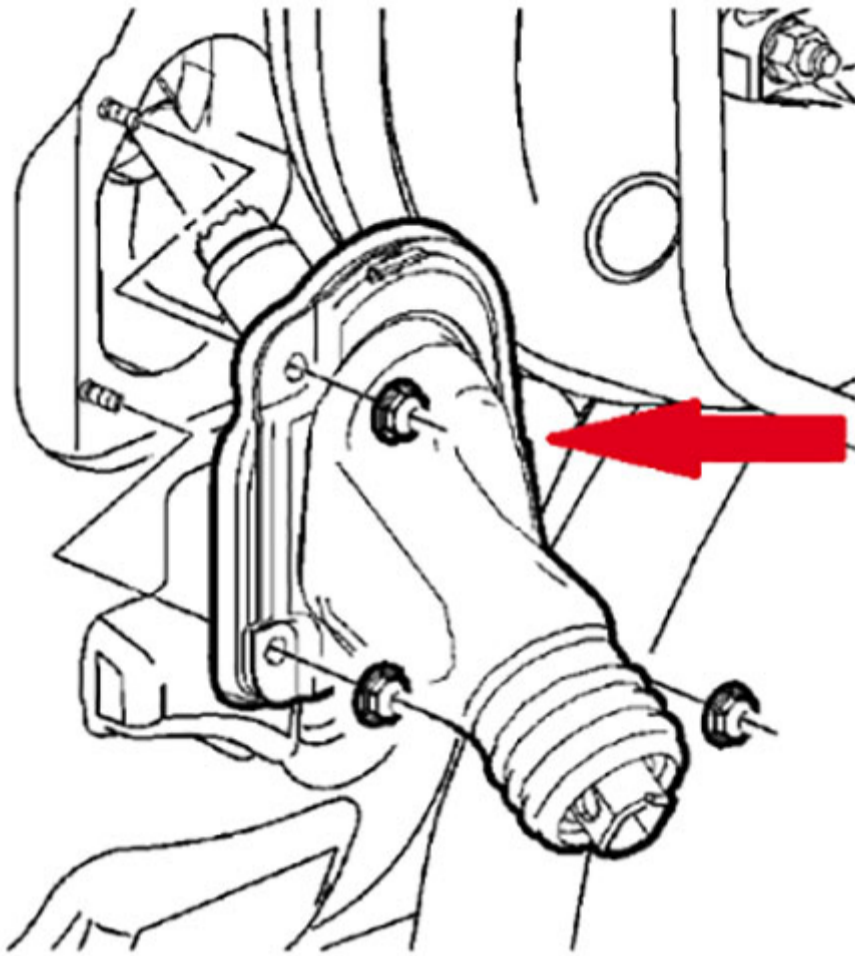
Involved Region or Country	North America
Condition	<p>A noise that may be described as a spark knock, detonation, tick or an exhaust leak may be heard when driving the vehicle.</p> <p>The noise will be most pronounced near the driver's side footwell area.</p> <p>This noise will not be observed outside of the vehicle.</p>
Cause	Under Investigation

Correction:

In rare instances it has been found that the steering shaft seal (intermediate shaft seal) is allowing unfiltered sound from the engine compartment into the vehicle cabin.

If the noise can be heard near the driver's footwell area while driving (as described above) and no issues related to the engine or exhaust have been identified, perform the following:

Inspect the steering seal for proper seating/installation (see below), adjust as needed.



If no obvious issues are identified, remove the steering seal and inspect for any deformation, replace as needed.

Note: This issue is under review and this PI may be converted to a Bulletin if new information is available.

Warranty Information

Labor Operation:	Description:	Labor Time:
7441900	Steering Column Seal Replacement	Use Published Labor Operation Time

Version History

Version	2
Modified	5/22/2018 - Created 10/02/2018 - Updated model years



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