

A4/U6/L2 STEERING COLUMN

JOB SHEET A4B3 Steering Column Noises

Name: _____ Start Date: _____
Make: _____ Model: _____ End Date: _____
VIN: _____ Year: _____
Mileage: _____

LEARNING OBJECTIVE/NATEF TASK



- Diagnose steering column noises, looseness, and binding concerns (including tilt mechanisms); determine necessary action **NATEF TASK A4B3, P2. ICS167**

MATERIALS

Classroom Vehicle (s), OEM service information, Scan Tool, Hand Tools

PROCEDURE

- Wear Safety Glasses for this entire procedure.
- Review “Steering Column Service” in Lesson 2 of UNIT 6 in the A4 course. Locate in the OEM service information, the diagnosis process for steering column noises, looseness, and binding concerns for the vehicle you are using for this job sheet. Submit this process to your instructor or mentor for approval.

Your Instructor **MUST** stamp or initial the box to the right before you can proceed with this job sheet.



1. Is it necessary to disable the SRS system? _____



When performing service on or near the SRS components or the SRS wiring, the SRS system must be disabled. Refer to SRS Disabling and Enabling Zones. Failure to observe the correct procedure could cause deployment of the SRS components, personal injury, or unnecessary SRS system repairs.

2. With the ignition key out, attempt to rotate the steering wheel. Can you turn it? _____

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- Put the key in if applicable, press down on the brake pedal and turn it to the on position. Can you turn the steering wheel? _____ Is it difficult to move? _____.
- Turn the key off and remove it. Was it difficult to move? _____
- Diagnose the condition of the steering column lock condition:

- If the steering column is equipped with a telescoping or tilt feature, move the steering wheel through the complete available range. Does it move easily through the range? ____ Does it lock into all positions? ____
- Summarize the condition of the tilt or telescoping steering wheel:

- With the key in the on position, attempt to move the steering wheel toward you and away from you. Describe the level of movement.

- Now move the steering wheel side to side without turning the wheels. This is the amount of play in the steering column assembly. List your findings:

- You and your instructor or mentor should drive the vehicle at normal speeds and pay attention to the feel and sounds of the steering wheel and column. List your findings:

- What services do you recommend for this steering column?

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TASK SUMMARY

- Now that you have completed this NATEF task, can you think of anything (tools, information, knowledge etc.) that would have made this task easier.
- List a customer complaint together with the cause determined by this diagnostic/inspection task that might appear on a work order, and then list the NATEF Task CORRECTION you would use to resolve the complaint.

COMPLAINT: _____

1. Perform Checks/Inspect: _____

2. Referencing Bulletin: _____

CAUSE: _____

1. Diagnosis: **USED THIS NATEF DIAGNOSIS TASK**

2. Operating as designed: _____

3. Cause identified as: _____

CORRECTION: _____

1. Other Correction: _____

2. Correction Verified By: _____

Use this Rubric to RATE the completion of Job Sheet

1 = Demonstrated exposure/observation of the competency

2 = Applies the competency but only mastered a few essential attributes of the competency

3 = Capable of the competency but needs further practice

4 = Performs the competency satisfactorily

5 = MASTERED the competency



Instructor _____ **Mentor** _____