



# Service Bulletin

File in Section: -

Bulletin No.: PI0240B

Date: September, 2012

## PRELIMINARY INFORMATION

**Subject:** Front Fascia Lower Air Dam Exhibits Poor Fit and/or Appears Mismatched, Wavy or Gapped to Fascia

**Models:** 2010-2013 Cadillac SRX

**This PI is being revised to add the 2013 model year. Please discard PI0240A.**

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

### Condition/Concern

Some customers may comment that the front fascia lower air dam fits poorly to the fascia. The common descriptions are that the dam appears mismatched, wavy or gapped to the fascia. Some examples are shown in the graphics below.

#### Passenger Side Air Dam



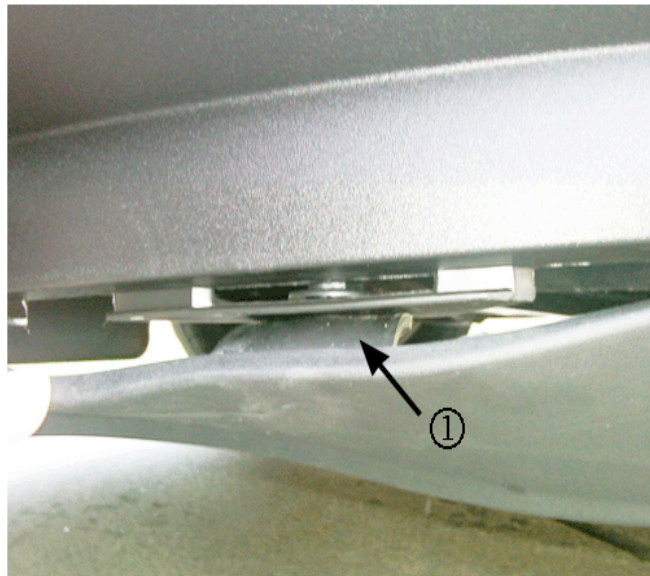
## Driver Side Air Dam



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**Note:** The rubber air dam is not installed at the plant during vehicle production but is shipped loose with the new vehicle, with installation intended to be done during pre-delivery inspection (PDI).

The concerns may be caused by improper installation of the front fascia lower air dam during PDI. The two previous examples showed incorrectly installed second location attachments on each side of the air dam. A close-up graphic of the driver side (shown below) indicates that in both second attachment locations, the air dam tongue (1) was not properly installed into the channel on the fascia.



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## Recommendation/Instructions

**Important:** Adjustments to correct fit concerns should NOT be submitted as a warranty claim. Because the air dam is installed by the dealer during PDI inspection, workmanship issues should be addressed at the dealer level.

**In order to obtain the proper fit, it is important to follow the Installation instructions included in each front lower air dam kit. No additional parts are necessary as all components are included in the kit.**

Please make sure the lower air dam fits properly prior to displaying the new vehicle.