



Service Bulletin

PRELIMINARY INFORMATION

Subject: Squeak or Chirp Noise Heard at Low Speeds from Rear of Vehicle

Models: 2010-2014 Buick LaCrosse
2014 Buick Regal GS AWD
2010-2014 Cadillac SRX
2013-2014 Cadillac XTS
Equipped with AWD RPO F46

This PI has been revised to add models, the 2013-2014 model years, update Parts Information and update the Labor Operation to the Global Labor Code (GLC). Please discard PI0561.

Condition/Concern

Some customers may comment on a squeak or chirp noise from the rear of the vehicle, noticeable at low speeds with the window open. The noise may be more noticeable when driving next to a cement wall or other barrier that will reflect sound, such as when traveling through a drive-in window at a bank or restaurant.

There is a squeak at the axle to seal interface due to lack of lubrication.

Recommendation/Instructions

Replace the axle seals (right and left) and lubricate the seal lip area and the inner part of the seal with clean axle lubricant, GMP/N 88900401 (in Canada, P/N 89021678) or equivalent.

Refer to Rear Axle Shaft Seal Replacement in SI.

Parts Information

| Part Number | Description |
|-------------------------------------|---|
| 20986535 | Seal, Differential Drive (First Design, Black Seal) |
| 22845699 | Seal, Differential Drive (Second Design, Yellow Seal) (2012-2014) |
| 88900401* (in Canada, P/N 89021678) | Synthetic Axle Lubricant |

*Will service several vehicles. Put unused on shelf for future use.

Warranty Information

For 2010–2012 vehicles repaired under the U.S. (5 year/100,000 miles) or Canadian (5 year/160,000 km) Powertrain warranty, use:

For 2013–2014 vehicles repaired under the U.S. (6 year/70,000 miles) or Canadian (6 year/110,000 km) Powertrain warranty, use:

| Labor Operation | Description | Labor Time |
|-----------------|-------------|------------|
|-----------------|-------------|------------|

| | | |
|--|---|---------|
| 3080018* (LaCrosse/Regal) | Replace Right and Left Axle Shaft Seals | 3.1 hrs |
| 3080018* (SRX/XTS) | Replace Right and Left Axle Shaft Seals | 2.7 hrs |
| *This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide. | | |

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION