



# Service Bulletin

File in Section: -

Bulletin No.: PIE0259

Date: May, 2013

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Rear Suspension Noise (Squeak, Creak or Clunk) While Driving

**Models:** 2013 Cadillac XTS

**Attention:** Proceed with this PI 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 PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL – refer to Service Bulletin 04-00-89-053E for more details on the use of Engineering Information PIs.

### Condition

**Important:** If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on a noise (squeak, creak or clunk) in the rear of the vehicle while driving.

### Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles 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.

### Instructions

Perform the following steps before performing any corrective actions:

1. Attempt to duplicate the customer concern.
2. If the concern can be repeatably duplicated, install the J-39570 Chassis Ear to the rear suspension components.
3. Determine if the noise is coming from the left or right rear shock absorber.
4. If the noise is being generated by one or more of the rear shock absorbers, contact the engineer listed below for further instruction.

### Contact Information

Engineer Name	Phone Number
Tom Larsen	586-596-2539

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).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

# Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
8080018*	Engineering Information – Rear Suspension Noise	0.8 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		