



Service Bulletin

File in Section: -

Bulletin No.: PI0105B

Date: October, 2013

PRELIMINARY INFORMATION

Subject: Squeak, Squawk or Thump Noise from Rear of Vehicle (Install Butyl Ribbon Seal on Top Upper Spring Jounce Bumper)

Models: 2010-2014 Cadillac SRX

This PI has been revised to add the 2012-2014 model years and add information to the Condition/Concern. Please discard PI0105A.

Condition/Concern

Some customers may comment that they hear a squeak, squawk or thump noise from the rear of the vehicle while going over speed bumps or large potholes. They may also mention a creak noise in the rear suspension while turning up into a driveway, which creates a torsional twist in the suspension.

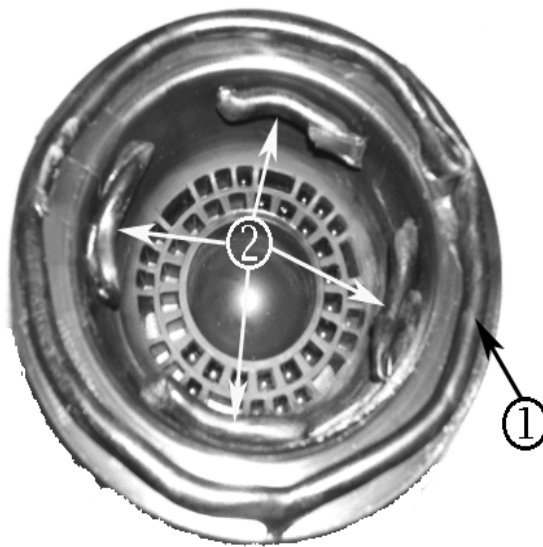
Recommendation/Instructions

1. Confirm that the noise is coming from the rear suspension.
2. Remove both of the rear spring jounce bumpers. Refer to Rear Spring, Insulator, and Jounce Bumper Replacement in SI.



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3. Thoroughly clean the mating surfaces of the jounce bumper cup and the body. Clean and install butyl ribbon seal, 3M™ P/N 08611 (or equivalent), on the top upper spring jounce bumper.



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- Apply butyl ribbon seal on the outer ring of the jounce bumper cup (1).
- Apply butyl ribbon seal in four places (2) along the inside vertical wall, near the upper radius.



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4. Reinstall the spring and jounce bumpers, making sure that the spring is properly centered in the upper spring isolator (3-4 mm (0.12-0.16 in) gap all around the spring to isolator interface (1).
5. On 2010 model year vehicles only, if the vehicle has an FE3 suspension with electronic shocks and struts, reflash the suspension control module with the latest calibration.
 - A revised calibration has been developed to address this concern. Update the suspension control module using the Service Programming System (SPS) with the latest software available on TIS2WEB. Refer to the Service Programming System (SPS) procedures in SI.
 - When using a Multiple Diagnostic Interface (MDI) for reprogramming, ensure that it is updated with the latest software version.
 - During programming, the battery voltage must be maintained within the proper range of 12-15 volts. Only use the approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent during programming.

Parts Information

Part Number	Description
3M™ P/N 08611	Butyl Ribbon Seal

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
8080048*	Install Butyl Ribbon Seal on Top Upper Spring Jounce Bumper	1.8 hrs
Add	Reprogram suspension control module (FE3 only)	0.4 hr
Note: For alignment times, refer to Operation E2020 and add the applicable times to regular labor hours.		
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		