



File in Section: 04 - Driveline/Axle

Bulletin No.: 10-04-20-001F

Date: November, 2014

Service Bulletin

TECHNICAL

Subject: Rear Axle Clunk and/or Chatter Type Noise on Turns (Drain/Refill Rear Differential Fluid)

Models: 2003-2014 Cadillac CTS, Sport Wagon and Coupe (Including V-Series and Export)
2015 Cadillac CTS Coupe (VIN D)
2004-2009 Cadillac SRX (Including Export)
2005-2010 Cadillac STS (Including V-Series and Export)
Equipped with Limited Slip Differential (RPO G80)

This bulletin has been revised to add the 2014-2015 Model Years and update the Labor Operation to the Global Labor Code (GLC). Please discard Corporate Bulletin Number 10-04-20-001E.

Condition

Some customers may comment on a clunk and/or chatter type noise from the rear of the vehicle while making turns. This condition may be worse on vehicles built prior to the 2008 model year. Carbon-faced clutch plates were introduced into production in the 2008 model year and have decreased the likelihood of the clutch plate chatter.

Cause

This condition may be caused by slip/stick of the posi-traction clutch plates due to insufficient limited-slip axle additive. As plates slip and stick, a jumping or jerking feel occurs accompanied by a clunk noise.

Correction

Important: DO NOT remove the differential cover. It is not necessary to flush the old fluid from the differential. Drain and refill the rear differential with fluid, GM P/N 88862624 (in Canada, 88862625). Refer to the Axle Lubricant Change procedure in SI.

This fluid includes a friction modifier already added with a different formulation that lasts longer and does not break down over time.

Lubrication Specifications

Application	Quantity	
	Metric	English
Without Differential Oil Cooler	1.1 L	1.16 Qt
With Differential Oil Cooler (Sedan/Wagon)	1.41 L	1.50 Qt
With Differential Oil Cooler (Coupe)	1.8 L	1.9 Qt

Parts Information

Part Number	Description
88862624 (U.S. – 1 qt) 88862625 (Canada – 1 L)	DEXRON® LS Gear Oil

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3080098*	Drain & Refill Rear Axle Fluid	0.6 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		