



Service Bulletin

File in Section: 03 - Suspension

Bulletin No.: 10-03-08-003B

Date: May, 2014

TECHNICAL

Subject: Front Suspension or Front Strut Noise

Models: 2008-2014 Chevrolet Captiva Sport
2010-2014 Chevrolet Equinox
2010-2014 GMC Terrain
2008-2010 Saturn VUE

This bulletin has been revised to update add 2012-2014 model years and update the Labor Operation to the Global Labor Code (GLC). Please discard Corporate Bulletin Number 10-03-08-003A.

Condition

Some customers may comment on a popping, creak, rattle, squawk, itch or clunk type noise coming from the front of the vehicle. This noise will most likely be heard during small to medium suspension travel. The noise may occur with the vehicle traveling straight and/or during turns.

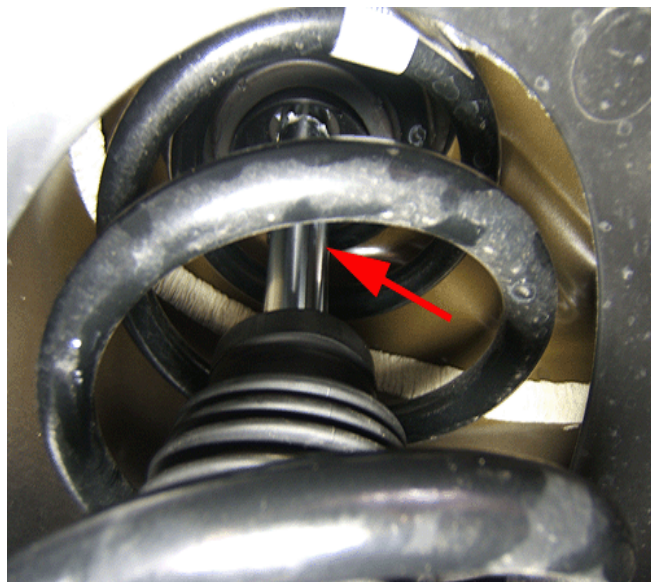
Cause

The cause of this condition may be due to the inside diameter of the front strut jounce bumper rubbing against the piston rod of the strut, creating a slip-stick condition.

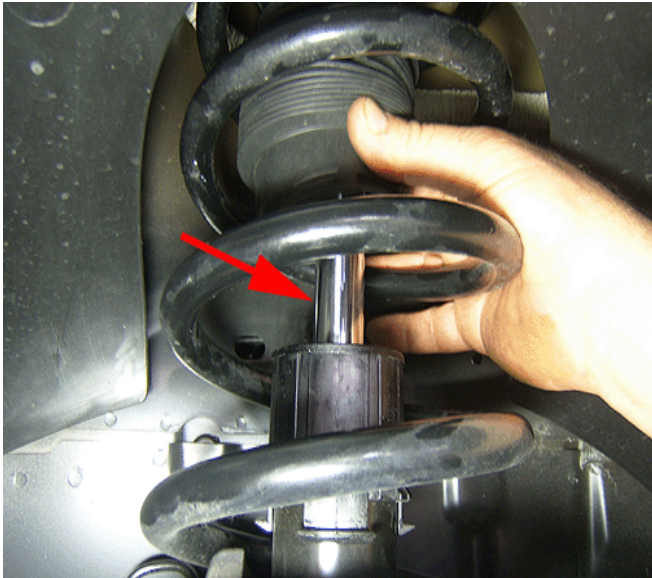
Correction

Important: DO NOT replace any front suspension components (strut, strut top mount bearing, etc) without first performing this bulletin.

1. Verify that the noise is from the upper strut mount area. The concern may be on both sides of the vehicle.
2. Raise and support the vehicle on a frame lift-type hoist.
3. Pull the dust shield/jounce bumper assembly out of the strut top mount cup.
4. Slide the dust shield/jounce bumper assembly down to expose the top portion of the strut shaft.
5. Apply grease, GM P/N 12345579 (in Canada, 10953481), around the circumference of the strut shaft that is exposed.
6. Unseat the bottom of the dust shield from the strut.
7. Slide the dust shield/jounce bumper assembly up to expose the bottom portion of the strut shaft.



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8. Apply the grease around the circumference of the strut shaft that is exposed.

9. Slide the dust shield/jounce bumper assembly down and reattach the bottom to the strut.
10. Push the top of the dust shield/jounce bumper assembly up into the top mount cup as far as possible by hand. The assembly will fully seat once the vehicle is on the ground and the suspension is allowed to compress.

Parts Information

Part Number	Description	Qty
12345579 (in Canada, 10953481)	Lubricant, Dielectric Silicone (1 oz tube)	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
8080088*	Apply Grease on Strut Shaft	0.5 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.