



Service Bulletin

File in Section: 03 - Suspension

Bulletin No.: 09-03-08-004E

Date: May, 2014

TECHNICAL

Subject: Squawk or Creak Type Noise from Front of Vehicle

Models: 2008-2014 Buick Enclave
2009-2014 Chevrolet Traverse
2007-2014 GMC Acadia
2007-2010 Saturn OUTLOOK

This bulletin has been revised to add 2012-2014 model years and update the Labor Operation to the Global Labor Code (GLC). Please discard Corporate Bulletin Number 09-03-08-004D.

Condition

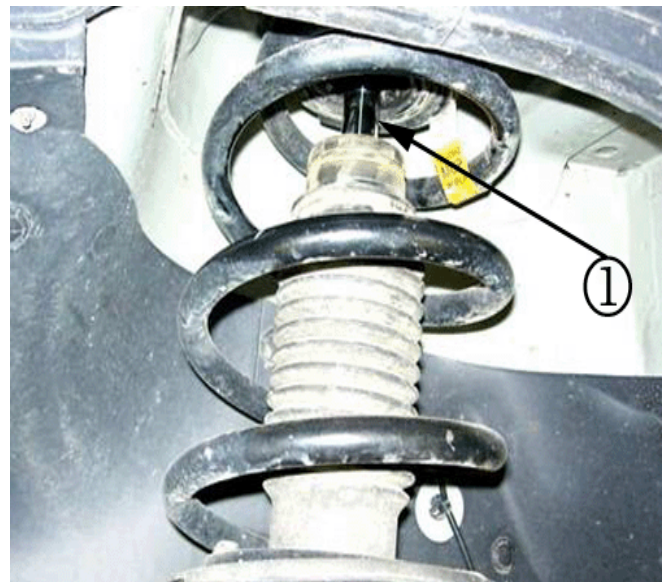
Some customers may comment on a squawk, creak or itch type noise coming from the front suspension of the vehicle that may be more noticeable in cold temperatures. This noise will most likely be heard during small to medium suspension travel. The noise may occur with the vehicle traveling straight and/or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

Cause

The cause of this condition at cold weather conditions 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

1. Identify the noise at the upper strut mount area. The concern may be on both sides of the vehicle.
2. Raise and support the vehicle. Refer to Lifting and Jacking the Vehicle in SI.



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Important: Take care not to damage the dust boot or mount cup during removal.

3. Pull the dust boot/jounce bumper assembly out of the strut mount jounce cup (1).
4. Slide the dust tube/jounce bumper assembly down to expose the top portion of the piston rod (1). A long screwdriver or pry bar may be required to pop the dust boot/jounce bumper assembly from the mount cup.
5. Apply grease, GM P/N 12345579 (in Canada, 10953481), around the circumference of the piston rod **ONLY** in the exposed area (to top 25 mm (1 in) of the piston rod, measured from bottom of mount cup).
6. Raise the dust tube/jounce bumper assembly up to the mount cup.

7. Rotate the dust tube/jounce bumper assembly on the piston rod to ensure grease is distributed around the rod.
8. Re-seat the dust tube/jounce bumper assembly into the mount cup.

Note: After installing the dust tube/jounce bumper, the vehicle should be driven over a road surface that will input sufficient jounce travel into the suspension, which will aid the dust tube/jounce bumper assembly into the mount cup (speed bump, driveway entrance, or other bump).

Note: For 2007-2008 model year vehicles built prior to March 01, 2008, if after performing the above repair the condition is still present, refer to the latest version of Corporate Bulletin Number 07-03-08-006 for additional information.

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 Piston Rod	0.5 hr

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

