



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Front Fascia Lower Air Dam Exhibits Poor Fit and/or Appears Mismatched, Wavy or Gapped to Fascia

**Models:** 2010-2016 Cadillac SRX

**Attention:** This PI also applies to any of the above models that may be Export vehicles.

*This PI has been revised to add the 2016 Model Year. Please discard PI0240C.*

### Condition/Concern

Some customers may comment that the front fascia lower air dam fits poorly to the fascia. The common descriptions are that the dam appears mismatched, wavy or gapped to the fascia. Some examples are shown in the graphics below.

#### Passenger Side Air Dam

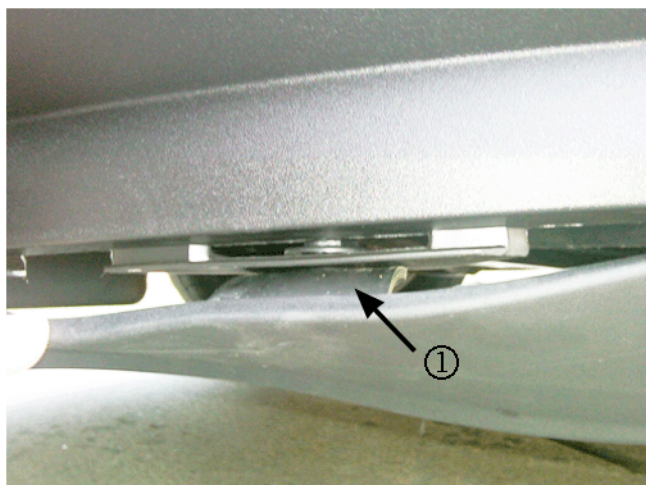


#### Driver Side Air Dam



**Note:** The rubber air dam is not installed at the plant during vehicle production but is shipped loose with the new vehicle, with installation intended to be done during pre-delivery inspection (PDI).

The concerns may be caused by improper installation of the front fascia lower air dam during PDI. The two previous examples showed incorrectly installed second location attachments on each side of the air dam. A close-up graphic of the driver side (shown below) indicates that in both second attachment locations, the air dam tongue (1) was not properly installed into the channel on the fascia.



## Recommendation/Instructions

**Important:** Adjustments to correct fit concerns should NOT be submitted as a warranty claim. Because the air dam is installed by the dealer during PDI inspection, workmanship issues should be addressed at the dealer level.

**In order to obtain the proper fit, it is important to follow the Installation instructions included in each front lower air dam kit. No additional parts are necessary as all components are included in the kit.**

Please make sure the lower air dam fits properly prior to displaying the new vehicle.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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