

# Service Bulletin

Bulletin No.:

n No.: 16-NA-270 Date: August, 2016

# TECHNICAL

#### Subject: Creak/Rattle/Clunk Over Bumps in Left or Right Rear Package Shelf Area

| Brand: Model: |         | Model Year: |      | VIN: |    | Engine: | Transmission: |
|---------------|---------|-------------|------|------|----|---------|---------------|
| Branu.        | woder.  | from        | to   | from | to |         |               |
| Buick         | Cascada | 2016        | 2016 |      |    | All     | All           |

| Involved Region or Country North America |   |  |  |
|--|---|--|--|
| Condition                                | Some customers may comment on a creak, rattle or clunk noise in the right or left rear seat or package shelf area.  |  |  |
| Cause                                    | <image/>  |  |  |
|  | This may be due to the folding top stowage compartment cover guide rollers not rolling freely causing wear on top and/or bottom of the roller. When roller is worn, this causes excessive gap between the roller and guide forks on the front of the stowage compartment lid, allowing it to clunk or rattle up and down. |  |  |

#### Correction

If you encounter a vehicle with the above concern, replace the stowage compartment lid bumper bracket which includes the roller. Refer to *Folding Top Stowage Compartment Lid Bumper Bracket Replacement* in SI.

**Important:** Make sure the roller rolls freely and apply some Vaseline or equivalent to the roller.

### **Parts Information**

| Description                             | Part<br>Number | Qty |
|---|----------------|-----|
| BRACKET ASM-F/TOP<br>STOW COMPT LID BPR | 13396703       | 1   |

### Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description  | Labor Time                            |
|-----------------|--|---------------------------------------|
| 6011430         | Folding Top Stowage Compartment Lid Bumper Replacement | Use Published Labor<br>Operation Time |

| Version  | 1 |
|----------|---|
| Modified |   |

GM bulletins are intended for use by professional technicians, NOT a "<u>do-it-yourselfer</u>". 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, <u>DO NOT</u> 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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