



# Service Bulletin

Bulletin No.: 20-NA-108

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## TECHNICAL

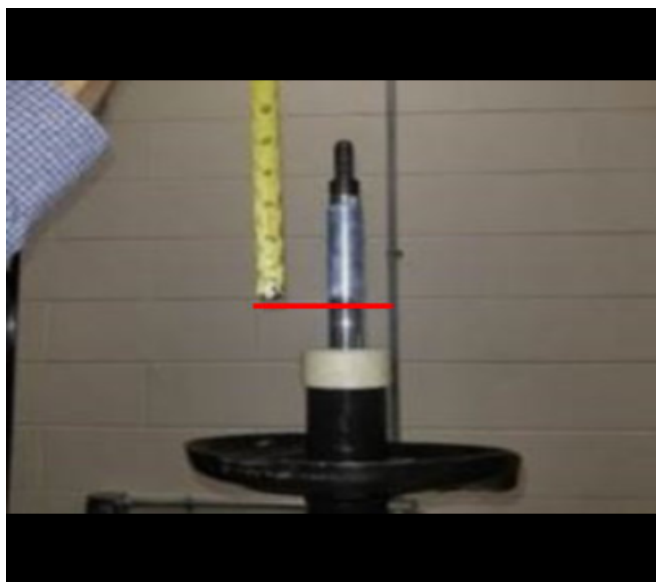
**Subject:** Front Suspension Squeak/Squawk Noise Over Small/Medium Bumps

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2019	2020	—	—	—	—

Involved Region or Country	North America, Europe, Russia, Middle East, Israel, Japan, GM Korea Company, China
Condition	Some customers may comment about a squeak/squawking type noise coming from the front suspension over small/medium bumps.
Cause	This condition may be caused by the interaction of the jounce bumper to the strut rod.
Correction	Verify the noise is from the jounce to strut rod contact: ⇒ If noise is from the jounce contact, disassemble the strut assembly and lubricate the strut rod with GM approved lubricant following the steps in the Service Procedure below.

### Service Procedure

1. Remove the strut in question. Refer to *Shock Absorber, Shock Absorber Component, or Spring Replacement* in SI.



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**Note:** Do Not apply grease to the strut rod threads.

2. Apply GM Super Lube® with PTFE to the strut rod 12.7 cm (5.0 in) down from the top, as shown in the graphic above.
3. Re-assemble the strut and install back into the vehicle. Refer to *Shock Absorber, Shock Absorber Component, or Spring Replacement* in SI.

## Parts Information

Causal Part	Description	Part Number	Qty
N/A	PTFE Grease-High Viscosity*	19333360 (in Canada, 19333361)	1

\*There is enough material to service multiple vehicles. Store the remaining material for future use.

## 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
8080578*	Jounce Bumper Strut Shaft Grease Application (One Side)	1.7 hrs
Add	Jounce Bumper Strut Shaft Grease Application (Opposite Side)	1.4 hrs

\*This is a unique Labor Operation for bulletin use only.

Version	1
Modified	Released May 20, 2020

