

## Service Bulletin

# TECHNICAL

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

| Brand:   | Model:   | Model Year: |      | VIN: |    | Engino  | Transmission:   |
|----------|----------|-------------|------|------|----|---------|-----------------|
|          |          | from        | to   | from | to | Engine: | ITalisiiission. |
| Buick    | Envision | 2021        | 2022 | —    | _  | _       | _               |
| Cadillac | XT4      | 2019        |      |      |    |         |                 |

| Involved Region or Country   | North America, Europe, Russia, Middle East, Israel, Japan, GM Korea Company, China   |  |
|--|--|--|
| ConditionSome customers may comment about a squeak/squawking type noise coming fr<br>front suspension over small/medium bumps. |  |  |
| Cause  | This condition may be caused by the interaction of the jounce bumper to the strut rod.   |  |
|  | Verify the noise is from the jounce to strut rod contact:  |  |
| Correction   | ⇒ If noise is from the jounce contact, disassemble the strut assembly and<br>lubricate the strut rod with GM approved lubricant following the steps in the<br>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 PTFE Grease–High Viscosity 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<br>Part   | Description                     | Part<br>Number                       | Qty |
|--|---------------------------------|--------------------------------------|-----|
| N/A  | PTFE Grease-<br>High Viscosity* | 19333360<br>(in Canada,<br>19333361) | 1   |
| *There is enough material to service multiple vehicles. Store the remaining material for future use. |                                 |                                      |     |

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## **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<br>Operation                                       | Description  | Labor Time |
|--|--|------------|
| 8080578*   | Jounce Bumper Strut Shaft<br>Grease Application<br>(One Side)      | 1.7 hrs    |
| Add  | Jounce Bumper Strut Shaft<br>Grease Application<br>(Opposite Side) | 1.4 hrs    |
| *This is a unique Labor Operation for bulletin use only. |  |            |

| Version  | 3   |
|----------|---|
| Modified | Released May 20, 2020<br>Revised February 18, 2021 – Added the 2021 Model Year and clarified the Note and Step<br>2 in the Service Procedure.<br>Revised August 15, 2022 — Added the Buick Envision and updated the Model Years to<br>include 2022. |

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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