



# Service Bulletin

Bulletin No.: 20-NA-033

Date: January, 2021

## TECHNICAL

**Subject:** Squeak/Creak Noise from Rear Suspension

Brand:	Model:	Model Year:		VIN:		Engine:	Additional Options (RPOs)
		from	to	from	to		
Buick	Enclave	2018	2021			All	All
Cadillac	XT6	2020	2021			All	All
Chevrolet	Blazer	2019	2021			All	R0V
Chevrolet	Traverse	2018	2021			All	All
GMC	Acadia	2020	2021			All	FE5

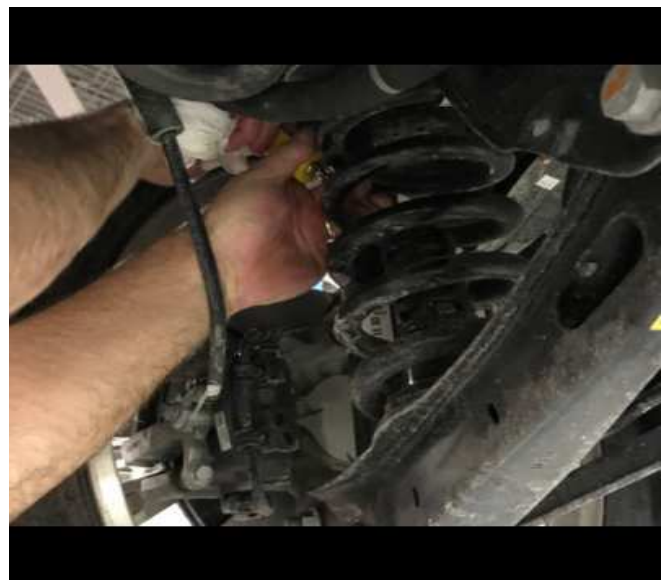
<b>Involved Region or Country</b>	North America, Mexico, Russia, Middle East, Israel, Palestine, Chile, Columbia, Peru, Japan, South Korea, Australia and New Zealand.
<b>Condition</b>	Some customers may comment on a squeak or creak noise originating from the rear suspension of the vehicle.
<b>Cause</b>	The cause of the condition may be the pin in the rear spring aid (jounce).
<b>Correction</b>	If you encounter a vehicle with the condition above complete the following procedure to remove, modify, and re-install the rear spring aid (jounce) pin.

### Service Procedure

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in Si.



5516990



5516993

2. Pry the rear spring aid pin upward and out by inserting a trim tool or flat screwdriver in between the gaps of the coils of the rear spring.



5516994

- Once the pin is fully removed, trim from the pointed side of the pin using a small handsaw or equivalent.

**Important:** Cut Pin to a Height of 72mm.



5516991

- File the burred edges and add a small taper to aid in the insertion of the modified pin.
- Apply a small amount of non-silicone lube to the pin and within the foam cavity where the pin was removed from.

**Important:** Only non-silicone lubricants should be used.

- Reinstall the pin. Use a flat screwdriver or trim tool to push on the pin and ensure it is fully recessed after reinstall.

**Note:** There should be an audible click noise once the pin is fully re-installed.

- Complete the same procedure on the opposite side.

### Parts Information

No parts are required for this repair.

## 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
8080568*	Remove and Modify Rear Suspension Pin	0.5
*This is a unique Labor Operation for Bulletin use only.		

<b>Version</b>	4
<b>Modified</b>	Released February 18, 2020 Revised February 26, 2020 — Removed the 2017-2019 GMC Acadia. Revised March 26, 2020 — Added to apply lube to foam cavity within Step 5. Revised January 25, 2021 — Added 2021 Model Year and Modified Length in Step 3.

