

Document ID: 2578447

#PI0368: Creaking or Squeaking Noise from Front End While Turning Steering Wheel in Cold Ambient Temperatures - (Feb 9, 2011)

Subject: Creaking or Squeaking Noise from Front End While Turning Steering Wheel in Cold Ambient Temperatures

Models: 2010-2011 Cadillac SRX



Condition/Concern

Some customers may comment that they hear a creaking or crunching noise from the front of the vehicle when they turn the steering wheel. The noise may be more noticeable when the ambient temperatures falls below 4°C (40°F).

The upper strut mount spring plate may come in contact with the strut mount bearing. When the two pieces meet they create a squeaking noise. The front strut mount noise can be identified by moving the steering wheel while the vehicle is in Park.

Recommendation/Instructions

Replace both front upper strut mounts with revised designed parts. Follow the published SI repair procedures to install the strut mounts.

Parts Information

| Part Number | Description | Qty |
|-------------|--|-----|
| 20999167 | Mount Assembly, Front Suspension Strut | 2 |

Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description | Labor Time |
|-----------------|--|------------------------------------|
| E3853 | Strut, Strut Component, or Spring Replacement - Both Sides | Use Published Labor Operation Time |

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