



Service Bulletin

File in Section: -

Bulletin No.: PIE0236

Date: October, 2012

PRELIMINARY INFORMATION

Subject: Engineering Information – Rear of Vehicle Sits Low

Models: 2013 Cadillac XTS

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL – refer to Service Bulletin 04-00-89-053E for more details on the use of Engineering Information PIs.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment that the rear of the vehicle sits low after the vehicle has been sitting for less than one week without starting the engine.

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

If the concern is for low rear ride height after the vehicle has been sitting without start-up, please collect the following information from the customer:

- Approximate length of time that the vehicle sat without engine start-up?
- Does the vehicle return to normal ride height within 1 minute after vehicle engine start-up?

Have the technician collect the following information:

1. Vehicle Identification Number (VIN)
2. Measure and record the vertical distance from the ground to the top of the wheel opening, through the center line of the rear wheel on the left and right side of the vehicle.

Contact the engineer listed below with the collected information before performing any further diagnosis or repairs.

Contact Information

| Engineer Name | Phone Number |
|---------------|----------------|
| Bill Doty | (586) 295-3112 |

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

| Labor Operation | Description | Labor Time |
|--|--|------------|
| E9571* | Engineering Information - Rear of Vehicle Sits Low | 0.3 hr |
| *This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide. | | |