



Service Bulletin

File in Section: -

Bulletin No.: P11285

Date: July, 2014

PRELIMINARY INFORMATION

Subject: Rear Shock Absorber Warranty Concerns and Diagnostic Tips

Models: 2013-2015 Cadillac XTS

Condition/Concern

Some technicians or customers may notice one of the following:

- Slight oil seepage from the rear shock absorber assembly
- Clunk noise from the rear suspension when driving over bumps

Recommendation/Instructions

Please review the following information before replacing the rear shock absorber.

- Some light oil seepage residue is not an indication of a failed absorber. The absorber is under extremely high pressure and if there was an actual leak, there will be a substantial leak or signs of dripping oil. Do Not replace rear shock absorbers for light oil seepage residue. For further clarification, reference the latest version of bulletin 05-03-08-002.
- When diagnosing a clunk noise in the rear suspension, check for signs of the upper rear shock absorber mount shifting position to the body. If this is found, it is not necessary to replace the shock absorber assembly. Instead, check the torque of the mounting bolts. If not at 100 N•m (74 lb ft), torque the bolts to the specifications. Also, verify that the Electronic Suspension Control Module has the latest software. If not, update the module as well.