



Service Bulletin

TECHNICAL

Subject: Diagnostic Tip for Rear Shock Absorber Oil Seepage and/or Clunk Type Noise Heard from Rear Suspension

This Bulletin replaces PI1285. Please discard PI1285.

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|----------|--------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Cadillac | XTS | 2013 | 2017 | | | | |

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|-----------------------------------|--|
| Involved Region or Country | North America, Middle East |
| Condition | Some technicians or customers may notice one of the following conditions: <ul style="list-style-type: none"> Slight oil seepage from the rear shock absorber assembly Clunk noise from the rear suspension when driving over bumps |
| Cause | This condition may be caused by the rear shock absorber bolts being loose. |

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 |
|-----------------|--|------------|
| 8080298* | Re-Torquing Both (RH and LH) Rear Shock Absorber Bolts | 0.3 hr |

*This is a unique Labor Operation for Bulletin use only.

Service Procedure

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, verify the torque of the two bolts used to mount the shock absorber to the

body of the vehicle, (NOT the bolts that connect the shock absorber to the wheel knuckle). If not at 100 Y (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.

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|-----------------|---|
| Version | 1 |
| Modified | |

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". 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, DO NOT 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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