



# Preliminary Information

## PIC5815C Normal Characteristic - Loss Of Rear Trim Height Over Time and Temperature Change

### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	XTS	2013 - 2018	ALL	ALL	ALL	ALL

### Supersession Statement

This PI was superseded to update Model Years. Please discard PIC5815B.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition / Concern

Some customers may comment that their vehicle is sitting low after being parked for several days or more. Technicians may complete normal diagnostics for Air Suspension Air Leaks or Low/Uneven Trim Height with no trouble found.

### Recommendations / Instructions

It is important to note that, under normal conditions, it is typical and acceptable for the air suspension system to drop slightly over time. Changes in temperature can affect trim height as well. The trim height can be expected to drop as much as 2.6mm per every 10°F drop in ambient temperature.

If a customer states that their vehicle loses trim height when parked and unused for several days but achieves and maintains normal trim height when cycling the ignition and using the vehicle regularly, this should be considered normal operation and no repairs should be attempted. In this situation, the technician would expect to find no leaks or air bubbles when testing with soapy water. Dealers can remind customers that cycling the ignition or starting the vehicle will bring the trim height back to normal levels.

### Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

