



Service Bulletin

TECHNICAL

Subject: Diagnostic Tip for Rear Shock Absorber Oil Seepage and/or Clunk, Creak, Squeak 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	2018				

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, Creak, Squeak type noise from the rear suspension when driving over bumps
Cause	Slight oil seepage from rear shock may be normal. Please consult the Service Procedure below. Clunk, Creak, Squeak type noises may be caused by the rear shock absorber bolts being loose or the jounce bumper and dust cover coming out of the top body mount.

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 and Ensuring JB/Dustcover are Seated Correctly	0.3 hr

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

Service Procedure

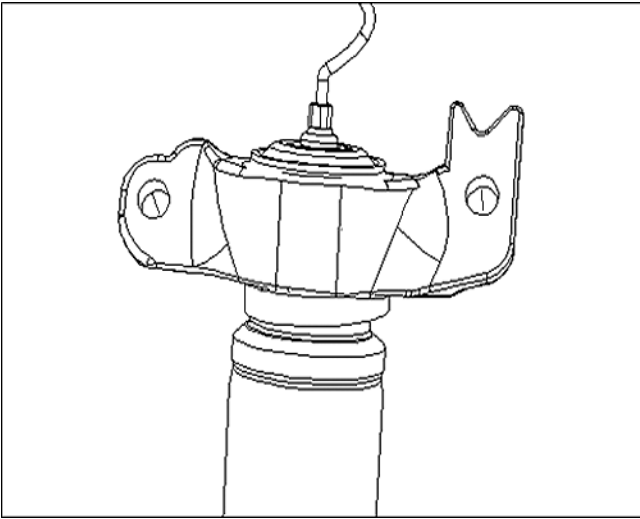
Please review the following information before replacing the rear shock absorber.

- 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

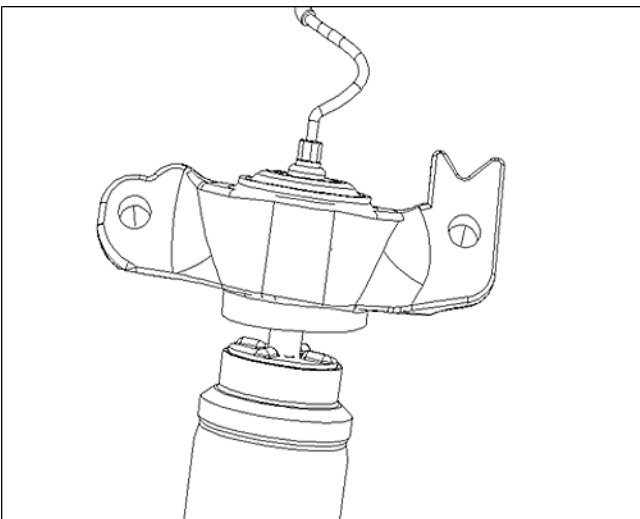
further clarification, reference the latest version of Bulletin 05-03-08-002.

When diagnosing a noise in the rear suspension, check for:

1. Signs of the upper rear shock absorber mount shifting position to the body.
2. The jounce bumper has come out of the upper body mount and the chrome rod is showing.
3. When assembled on the vehicle the jounce bumper and attached dust cover can be moved up and down the shock assembly.



Example of jounce bumper seated **CORRECTLY**.



Example of jounce bumper seated **INCORRECTLY**.

If any of the above conditions are 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 and reseal the jounce bumper.

Follow the Shock Absorber Replacement (Doc ID# 2845599) procedure in Service Information to perform the following repair:

1. Remove the shock absorber to body bolts.
Note: **NOT** the bolts that connect the shock absorber to the wheel knuckle – skip this step from service procedure.
2. Reseat the jounce bumper (if necessary) by reinserting the jounce bumper into the top mount. Make sure the bumper is seated as far into the upper mount as possible and ensure it stays in place while tightening the top mount bolts. Make sure the chrome rod is not visible between the mount and jounce bumper.
3. Reseat and torque the absorber to body bolts to the required torque 100 Nm (74 lb ft), and proceed with reassembly.

Also, verify that the Electronic Suspension Control Module has the latest software. If not, update the module as well. Finally, re-calibrate the rear vehicle trim height according to SI.

Modified	May 19, 2017 – Added rear suspension noise diagnostic information under Service Procedure.
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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 this information.



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