



Service Bulletin

Bulletin No.: 25-NA-110

Date: May, 2025

INFORMATION

Subject: Information on Replacing Shocks in Pairs

Brand:	Model:	Model Year:		Build Date:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2023				
Chevrolet	Suburban						
	Tahoe						
GMC	Yukon Models						

Involved Region or Country	North America
Additional Options (RPOs)	6WL: COMPONENT FRT LH COMPUTER SEL SUP 7WL: COMPONENT FRT RH COMPUTER SEL SUP Z95: Magnaride Suspension
Condition	When replacing front or rear shock absorbers on a 2021-2023 Escalade with RPO 6WL and 7WL built prior to 1GYS48KL6PR177526, shocks must be replaced in pairs. If not replaced in pairs, the customer will experience poor ride quality and performance.
Information	Note: Only select the parts that coincide with the repair performed. Replace the part with the P/N outlined in the Electronic Parts Catalog (EPC) in accordance with the vehicle VIN. Service shock absorbers use a different fluid. Replace either front or rear shock absorbers in pairs. SPS programming is required after shock absorber replacement. Please see K19 Suspension Control Module programming instructions.

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

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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 the information.



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