



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Normal Characteristic - Loss Of Rear Trim Height Over Time and Temperature Change

**Models:** 2013 Cadillac XTS

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.

### Recommendation/Instructions

It is important to note that under normal conditions, it is typical and acceptable for the air suspension system to drop up to 0.5mm of trim height per 24 hour period. 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 if 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.

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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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