



# Service Bulletin

Bulletin No.: 18-NA-315

Date: October, 2020

## INFORMATION

**Subject: Information On Shock Replacement for Leaking, Suspension Noise, Ride Performance, Uneven Ride/Trim Height, Service Suspension System or Service Ride Control Displayed on the Drivers Information Center (DIC)**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2015	2020	-	-	-	-
	XTS		2019				
Chevrolet	Suburban		2020				
	Tahoe						
GMC	Yukon						

<b>Involved Region or Country</b>	North America and N.A.Export Markets
<b>Additional Options (RPOs)</b>	Equipped with (CHASSIS PACKAGE-MAGNERIDE) (RPO Z95)
<b>Condition</b>	<p>Some technicians may perform suspension diagnosis and repairs caused by one or more of the following concerns:</p> <ul style="list-style-type: none"> <li>• Shock leaking</li> <li>• Clunk noise</li> <li>• Rattling noise</li> <li>• Creak or squeak noise</li> <li>• Popping or knocking noise</li> <li>• Rough ride</li> <li>• Uneven ride/trim height</li> <li>• Service Suspension System or Service Ride Control displayed on the DIC</li> </ul>
<b>Cause</b>	This condition may be caused by an internal issue of the shock assembly.
<b>Information</b>	<p><b>Note:</b> Supplier reviews have found a high number of shocks returned within the warranty period that exhibit acceptable performance results upon testing. Per GM engineering, current shock technology has been improved, and should be diagnosed and replaced independent of each other.</p> <p>After performing SI diagnostics for suspension concerns. It is only required to replace the shock that is the cause of the failure.</p> <p>⇒ <b>DO NOT</b> replace the shocks as pairs if only one shock has been found to be the cause of the customers concern.</p> <p>⇒ Only replace as a pair if SI diagnosis confirms that both have failed. Refer to Service Information for suspension related diagnostic procedures and shock inspection guides.</p>

### Parts Information

No parts are required for this repair.

<b>Version</b>	2
<b>Modified</b>	Released October 25, 2018 Revised October 21, 2020 – Revised to add 2020 Model Year.

